

IMC Resort Services, Inc. Achieves Top Industry Professional Designation

Local Company's Growth and Professionalism Key to its Success

(Hilton Head Island, SC – January 21, 2010) -- IMC Resort Services, Inc. has joined the elite group of community association management companies who have earned the Accredited Association Management Company (AAMC) designation from Community Associations Institute (CAI). Hilton Head Island based IMC Resort Services is one of only 150 management companies nationwide who have earned the highest level of professional recognition in the community association field. They are the only company in Beaufort County to earn this designation and only one of a couple in the state.

IMC Resort Services earned this designation on the fast track. According to IMC president Ron Fenstermaker, this process usually takes a company 10 to 15 years, however IMC has achieved this in seven months. Prior to receiving the AAMC designation, it's a long road and several other designations have to be achieved including the Certified Manager of Community Associations (CMCA) by the National Board of Certification for Community Association Managers, Association Management Specialist (AMS) from Community Associations Institute (CAI), and the highest individual designation of Professional Community Association Manager (PCAM) from CAI. Eight individuals at IMC, including Fenstermaker, have achieved their CMCA, two their AMS, and Ron has received his PCAM. To earn the AAMC designation a company needs a minimum of three years of experience in community association management, at least 50 percent of their managers must have earned the professional designation of CMCA, a sworn level of integrity is required, and the staff must include a PCAM.

"As a team we are proud of this accomplishment," said Fenstermaker. "Individuals in our company have worked very hard to reach this goal, and we are pleased to be in this elite group."

According to Fenstermaker, continued education is a must for this industry, or any industry, especially in this day and age. Fenstermaker serves as the Chamber of Commerce liaison chairman to tap into Chambers of Commerce throughout the state and educate businesses and individuals about the CAI. His son and one of four partners at IMC, Craig, is on the Board of the South Carolina Chapter of CAI.

Fenstermaker attributes the company's success to its people. The staff has grown in the past 12 years from three employees to 23 office staff and a total of 50 plus employees, including those at their various properties. The company has 7,000 square feet at its main office at 2 Corpus Christie Place on Hilton Head Island, and another 1,500 square feet at its Bluffton office in Magnolia Village. As one of the largest employers on the island, Fenstermaker's philosophy about his staff is key.

"My business philosophy is to add people and then add business," said Fenstermaker. "I see staff as an investment. If I find a good person who would be a valuable fit, I take the risk. So far this philosophy has proved to be absolutely on point."

According to Fenstermaker IMC Resort Services has an expert on staff for every critical matter, whether that is collections, insurance, financial, or construction and repair.

Today with approximately 5,600 units, Fenstermaker believes in controlled growth. "We are the business manager for 5,600 people. Each unit we serve represents an individual, family or business. We take that responsibility seriously."

IMC Resort Services is the association management company for condominiums, single family homes, and commercial real estate properties.

"Our highest priorities are responsive communication and to educate board members, home owners and building owners to understand what our business, which is also their business, is all about.

We look at our clients as our partners, and an educated owner is the key to success,” said Fenstermaker. “Our business is to enforce the covenants and manage our customers’ business affairs. We want board members and individuals to be involved. Education is important to us, whether it’s our education (like earning and maintaining the AAMC) or educating the owners. ”

IMC Resorts Services, Inc. is an association management company based on Hilton Head Island, SC, with a second office in Bluffton, SC. For more information visit the web site at www.IMCResortServices.com or call 843.785.4775.