



## **Customer Experience & Support Coordinator**

Harrisonburg, VA | Full-Time | In-Person

### **About the Role**

Are you energized by helping people? As our Customer Experience & Support Coordinator, you'll be the primary face of our in-person experience, delivering exceptional hospitality, clear communication, and proactive support to applicants, residents, commercial tenants, owners, vendors, and our own team. No two days look the same: some stretches of the month bring steady front office traffic, and others are quieter, leaving time to keep the office running smoothly. We're looking for someone who spots what needs doing, asks questions, and loves learning how the business works. Training on our systems is provided.

### **Key Responsibilities**

#### **Customer Support**

- Welcome applicants, residents, commercial tenants, owners, and vendors with positive energy and a hospitable, professional approach, in person and by phone.
- Take ownership of each inquiry: ask the right questions, investigate issues, and open maintenance work orders.
- Resolve what you can on the spot, and when another team member needs to step in, hand off with the full context so the customer never has to repeat themselves.

#### **Team Support**

- *Office operations:* Open and secure the office following established procedures. Keep the office stocked by tracking, ordering, and restocking supplies.
- *Keys and lockboxes:* Audit key inventory and submit work orders for key creation. Provide keys to vendors. Keep lockboxes charged and available for team members, monitor the tracker, and escalate issues.
- *Payments:* Process incoming checks, enter them into our system, and handle remote deposits.
- *Administration:* Sort and route mail and manage office document workflows and data entry. Submit and track IT and software ticketing requests.
- *Culture and projects:* Plan and run team engagement activities and events at the direction of leadership. Support team members on recurring and one-off projects, and look for opportunities to help colleagues, identify opportunities to improve office processes, and take on new responsibilities as you learn.

## **What You Bring**

### **Required**

- Genuinely enjoys working with people and is motivated by helping others solve problems
- Self-starter who looks for ways to help, finds useful work during quieter periods, and doesn't wait to be asked
- Curious and eager to learn how our business and team operate
- Adaptable and able to switch between a busy front desk and focused independent work
- Excellent written and verbal communication skills
- Ability to navigate conflict and stay calm and de-escalate tense situations
- Strong attention to detail and follow-through from start to finish
- Working knowledge of Microsoft Office/Google
- Comfort with basic financial data, such as entering checks and making deposits
- Background check

### **Preferred**

- Bilingual (English/Spanish)
- Experience with ledgers or accounting basics
- Property management, hospitality, or customer service experience

## **Why Join Priority Property Management**

At Priority Property Management, we're committed to more than just managing properties, we're here to steward well, serve people, and build a team culture where everyone thrives.

### **Our Core Values**

- **Steward Well:** We take full responsibility for setting clear expectations with our clients and meeting those standards with excellence.
- **Own It:** We take initiative, follow through, and hold ourselves accountable.
- **Support Each Other:** We lead with kindness and celebrate each other's wins.
- **Serve Others:** We put the needs of residents, clients, and our community first.
- **Anticipate:** We use our experience to proactively solve problems before they arise.

### **Compensation & Benefits**

- Full-time hourly position, paid every other week
  - Pay range (dependent upon experience) \$18 - \$22/hour
- Paid Time Off:
  - 11 Paid Holidays
  - 5 Paid Sick Days
- Vacation: 5 days in Year 1, increasing to 20 days after Year 5
- Training, leadership development, and growth opportunities
- Simple IRA Plan

### **Ready to Apply?**

If you're ready to lead, serve, and grow in a company that puts people and stewardship first, we'd love to hear from you. Send resume to [jobs@ChoosePriority.com](mailto:jobs@ChoosePriority.com).