Residential & Commercial
PRIORITY
PROPERTY MANAGEMENT

Lead Maintenance Specialist

Harrisonburg, VA | Full-Time | In-Person

About the Role

The Lead Maintenance Specialist position is for someone who thrives on variety and thinks fast on their feet. One moment finalizing a turnover, the next redirecting a maintenance technician or coaching a Maintenance Specialist through a tough call. Candidates must be able to make sound decisions quickly and know how to own outcomes and bring others with them.

Key Responsibilities

Scheduling & Coordination

- Oversee in-house technicians' daily and weekly schedules, prioritizing work orders, turnovers, condition reports and other requests by urgency, property needs and available resources.
- Make sure assignments are clearly communicated and completed by their deadlines.
- Coordinate condition reports completed by technicians, making sure they're scheduled appropriately and submitted accurately and on time.
- Coordinate team coverage during absences to keep service levels steady.
- Follow up consistently on outstanding work orders, vendor requests, reports and action items so nothing is overlooked.

Turnover & Vendor Management

- Schedule technicians and vendors for turnovers, making sure work is completed on time, cost-effectively and to quality standards.
- Track turnover progress and act early on potential delays, scheduling conflicts or outstanding work.
- Coordinate with vendors and contractors to confirm appointments and make sure work meets expectations and budget.
- Obtain and compare estimates, and coordinate required approvals for maintenance, repairs and turnover services.
- Review vendor and technician invoices for accuracy and consistency with approved work.
- Communicate schedule changes, delays and priorities to technicians, vendors, management and other parties.
- Maintain accurate records of work orders, estimates, approvals, invoices and related documentation.

Team Leadership & Training

- Provide administrative support to technicians, helping organize assignments, documentation and daily priorities.
- Develop and maintain training materials, reference guides, checklists and SOPs for remote employees.
- Conduct virtual training sessions and provide one-on-one coaching to new and existing employees.
- Serve as a go-to resource for remote employees, answering questions and troubleshooting issues.
- Set clear expectations, provide guidance and promote accountability across the team.
- Build effective working relationships with remote employees, technicians, vendors and internal teams.
- Identify ways to improve scheduling processes, communication and team efficiency.
-
- Communicating with external vendors and contractors to ensure services are performed in a timely manner and as required and within budget.

What We're Looking For

The Maintenance Specialist Lead will receive training on our systems, vendors, and properties. What we can't teach are the necessary traits to be successful as a Lead Maintenance Specialist. The section below describes these required characteristics in detail:

- **Ownership:** You look beyond the assigned task. You notice issues, dig into the "why" behind them, recommend a clear path, and stay with it until it's done. You treat every property like it's your own investment, balancing quality, cost, and long-term value, rather than just choosing the fastest option.
- **Judgment with speed:** Approval thresholds let you move quickly on the decisions within your authority, and you escalate only what truly needs it. You weigh what's right for the property and owner before you act, working with urgency while still taking the time to get it right.
- **Organized follow-through:** This role means juggling many moving parts at once. Vendors, timelines, approvals, updates. You thrive on keeping it all straight with clear priorities, clean handoffs, and nothing slipping through.
- **Technology and AI:** You build a real understanding of our tools and technology, including AI, and look for ways to get more out of them. You're always thinking about how AI can take on more of the routine work over time, freeing up more time for building relationships, earning trust, and delivering the kind of service that makes owners and residents feel taken care of.
- **Continuous improvement.** Work alongside our broader maintenance team to continuously look for ways to improve how we handle maintenance coordination and turnovers, taking ownership of driving those improvements forward.

If you're someone who's comfortable making thoughtful decisions, taking initiative, and seeing work through to completion, if "just use your best judgment" sounds exciting rather than daunting, you'll thrive in this role.

What You Bring

- Experience in maintenance coordination, property management, contracting/trades, or a similarly hands-on operational role where you had to make judgment calls under time pressure.
- Prior experience leading or supervising a small team, or clear readiness to step into that responsibility.
- Comfort evaluating cost and scope. You don't need to be a licensed contractor, but you should be able to ask smart questions about whether a repair makes sense.
- A track record of people trusting your recommendations, not just your task completion.
- Clear, direct communication, especially when you need to ask follow-up questions or advocate for a different approach.
- Ability to work in person and handle a high volume of shifting priorities without losing track of what matters most.

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. You'll be joining a mission-driven organization that values:

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 salaried position, paid monthly
    - Salary range (dependent upon experience) $45,000 - $55,000
- 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

Location

- This role is based in Harrisonburg, Virginia. Local candidates or those willing to relocate are preferred.

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**.