



Maintenance Operations Manager

Harrisonburg, VA | Full-Time | In-Person

About the Role

Priority Property Management (PPM) is growing and adding a **Maintenance Operations Manager** to provide strategic leadership and operational oversight for the Residential Maintenance function. This role ensures properties are safe, well maintained, and cost-effectively maintained while developing and executing short- and long-term maintenance strategies that support portfolio growth and service excellence.

Primarily office-based, this position leads through strategy, systems, and people rather than performing hands-on repairs. The Maintenance Operations Manager translates vision into execution through strong project management, delegation, and accountability, applying critical thinking to deliver an exceptional resident and owner experience.

Key Responsibilities

Leadership and Team Management

- Lead and develop maintenance teams across multiple properties, including in-house staff
- and vendors, to deliver consistent, high-quality service.
- Foster a culture of accountability, professionalism, and service excellence by setting clear expectations and performance standards.
- Support talent acquisition, onboarding, and retention, providing ongoing coaching, feedback, and performance management in partnership with leadership.

Maintenance Operations and Dispatch Oversight

- Oversee work order flow, prioritization, scheduling, unit turns, and preventive maintenance.
- Coordinate closely with Property Managers and conduct site visits for quality control and escalated issues.

Collaboration and Communication

- Partner cross-functionally to align priorities and expectations.
- Deliver clear, proactive communication that supports a consistent resident and owner experience.

Growth Strategy and Innovation

- Define and execute short- and long-term strategies to scale and modernize maintenance operations.
- Drive innovation through process improvement, technology adoption, and preventive maintenance initiatives.
- Translate strategy into execution by building scalable systems, developing teams and vendor partnerships, and implementing measurable initiatives.

Vendor and Contractor Coordination

- Oversee vendor and contractor relationships, including bid review, scheduling, and performance management to ensure high-quality, cost-effective, and compliant service delivery.

Preventive Maintenance and Compliance

- Ensure preventive maintenance execution and compliance with safety, regulatory, and company standards.
- Maintain accurate documentation and reporting.

Process Improvement

- Improve workflows, response times, and cost efficiency using data and trend analysis.
- Support maintenance budgets and long-term operational solutions.

Key Metrics & Success Measures

- Strategy execution and innovation impact
- Work order response and completion times
- Resident and owner satisfaction
- Budget adherence and cost control
- Preventive maintenance compliance
- Team productivity and retention

What You Bring

Education and Experience

- High school diploma or GED required; relevant coursework preferred.
- Three to five years of experience in maintenance, facilities, or property management operations preferred.
- Experience coordinating teams and vendors across multiple projects.

Skills and Competencies

- Strategic thinker with the ability to create and implement operational strategies
- Strong project management, delegation, and execution skills.
- Growth- and innovation-focused mindset.
- Critical thinking with a high standard for customer, resident, and owner experience.
- Strong communication and technology aptitude.

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.
- **Ownership:** 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
- Work structure: primarily in-office + occasional in-the-field

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

Working Conditions

- Primarily an office-based role with regular computer and phone use.
- Occasional travel to properties for inspections, meetings, or escalated issues, requiring reliable transportation.
- Limited physical activity: no routine lifting, tool use, or manual labor required.
- Occasional availability for emergency maintenance coordination outside of standard business hours.

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.