



Maintenance Technician

Harrisonburg, VA | Full-Time | In-Person

Reports to: Maintenance Operations Manager

About the Role

Priority Property Management (PPM) is growing. We are adding a **Maintenance Technician** who is responsible for completing assigned maintenance work orders, unit turnovers, and emergency on-call requests in a timely, high-quality, and cost-effective manner. This role plays a critical part in delivering excellent service to residents, supporting Property Managers, and building owner confidence through professional execution and clear communication.

Maintenance Technicians operate within PPM's hybrid maintenance model, working alongside vendor partners and using company systems to ensure transparency, efficiency, and accountability.

How We Operate

- Speed + Quality + Cost = Best Value
- Deliver a professional, respectful resident experience
- Follow documented processes and safety standards
- Use Property Meld for all maintenance communication, updates, and documentation
- Complete work with accuracy, cleanliness, and care
- Communicate early when issues, delays, or scope changes arise

Key Responsibilities

Maintenance Execution

- Complete assigned work orders accurately and efficiently
- Perform unit turnovers to company standards and timelines
- Troubleshoot, repair, and replace common residential systems and components
- Escalate issues appropriately when work exceeds assigned scope

Customer Service & Communication

- Provide prompt, courteous, and professional service to residents
- Communicate clearly through Property Meld regarding status, delays, and completion
- Respect resident homes, property, and privacy
- Represent PPM professionally at all times

Emergency Response

- Participate in the rotating on-call emergency schedule
- Respond to emergency maintenance requests within required timeframes
- Communicate clearly with management during emergency situations

Efficiency & Cost Control

- Complete work using the most cost-effective solutions that meet quality standards
- Properly document materials, time, and completed work
- Avoid unnecessary rework, repeat visits, or waste
- Identify opportunities to reduce future maintenance needs

Team & Process Participation

- Follow maintenance workflows and documentation standards
- Collaborate with coordinators, managers, and vendors as needed
- Participate in training and process improvement efforts
- Support team goals and department priorities

Key Metrics & Success Measures

Maintenance Technicians are measured on metrics that prioritize service quality, efficiency, and productivity, including:

Customer Service

- Resident satisfaction and feedback
- Work orders completed within SLA
- Professional communication and conduct
- Emergency response time compliance

Efficiency & Quality

- First-time fix rate
- Rework / callback rate
- Average time to complete work orders
- Turnover completion timeliness

Productivity & Cost Control

- Billable (productive) hours vs. paid hours ratio
- Work orders completed per day/week
- Material cost accuracy and waste reduction
- In-house vs vendor escalation appropriateness

What Success Looks Like

- Work is completed correctly the first time
- Residents feel respected, informed, and taken care of
- Downtime is minimized and productivity is high
- Turnovers are completed on schedule
- Emergency calls are handled calmly and professionally
- The technician is reliable, accountable, and trusted

What You Bring**Education and Experience**

- High school diploma or GED required

Skills and Competencies

- Previous residential maintenance or related experience preferred
- Basic working knowledge of plumbing, electrical, HVAC, carpentry, and appliance repair
- Ability to troubleshoot and problem-solve independently
- Strong customer service mindset
- Comfortable using mobile apps and maintenance software
- Valid driver's license and reliable transportation
- Ability to participate in on-call rotation

Why Join Priority Property Management

At Priority Property Management, maintenance is a value driver, not a back-office function. You'll be part of a team that values professionalism, efficiency, and growth. Your work directly impacts resident satisfaction and owner confidence.

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 paid every two weeks
- Paid Time Off:
 - 11 Paid Holidays
 - 5 Paid Sick Days
- Vacation: 5 paid vacation days per year

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 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.