

Maintenance Tech Manager

About the Role

We are seeking an experienced and results-driven Maintenance Tech Manager to lead our in-house maintenance team and drive operational excellence across our 1,100-unit portfolio. This is a 100% management and coordination role responsible for team leadership, revenue accountability, quality control, and strategic oversight of all in-house maintenance operations. You'll manage a team of 6-10 skilled maintenance technicians plus 1 in-house maintenance coordinator, ensuring exceptional service delivery, financial performance, and resident satisfaction.

The ideal candidate is a proven people leader with strong business acumen, operational expertise, and a track record of building high-performing maintenance teams. If you're ready to take ownership of a maintenance department and make a significant impact on our operations and bottom line, we want to hear from you.

Reports to: Operations Manager

Key Responsibilities

Team Leadership & Development (30%)

- **Lead and develop** a team of 6-10 in-house maintenance technicians plus 1 in-house maintenance coordinator
- **Conduct regular 1:1 meetings** with each team member to provide coaching, feedback, and support
- **Manage performance** through clear goal-setting, accountability, and recognition
- **Identify skill gaps** and coordinate training programs (SkillCat, Grace Hill, and other platforms)
- **Drive continuous improvement** in technical skills, efficiency, and customer service
- **Recruit, hire, and onboard** new technicians as the team grows
- **Lead daily morning huddles** to align team priorities and communicate updates
- **Facilitate team meetings** (L10 format) with maintenance coordinators and technicians
- **Support safety program** through meetings, audits, and compliance monitoring
- **Foster a positive team culture** focused on quality, accountability, and collaboration
- **Supervise and support the in-house maintenance coordinator** in scheduling and task management

Revenue & Financial Management (25%)

- **Drive monthly revenue targets** (~\$70,000/month with current team, scaling to \$117,000/month at full capacity)

- **Manage team billable hours** to achieve 7 billable hours per technician per day (147 hours/week with 6 techs)
- **Track and optimize tech utilization rates** (billable vs. non-billable time)
- **Maintain profit margins** of 35-40% through efficient operations and cost management
- **Prepare and submit accurate BIDs** for turnovers, remodels, and large projects (90%+ accuracy target)
- **Monitor project budgets** and ensure 95%+ on-time completion rate
- **Control material costs** through strategic purchasing and waste minimization
- **Review and approve** technician timesheets for accuracy and billable hour compliance
- **Analyze financial performance** and identify opportunities for revenue growth and cost savings
- **Apply 20% materials markup** consistently and accurately on all work orders

Work Order & Operations Management (25%)

- **Coordinate with Turnover/Large Project Coordinator and Lead Maintenance Coordinator** on work order triage and assignment (in-house vs. vendor)
- **Schedule and dispatch** technicians for daily work orders across 1,100 units
- **Support in-house maintenance coordinator** in daily scheduling and task prioritization
- **Troubleshoot complex maintenance issues** and provide technical guidance to team
- **Monitor work order completion rates** and average completion times
- **Ensure timely communication** with Lead Maintenance Coordinator on job status and any delays
- **Track first-time fix rates** and implement corrective actions for recurring issues
- **Manage emergency response** protocols and after-hours coverage
- **Prioritize work** based on urgency, resident impact, and revenue opportunity
- **Optimize routing and scheduling** to maximize technician productivity
- **Review completed work orders** for accuracy, completeness, and proper documentation

Turnover Operations Management (10%)

- **Collaborate with Turnover/Large Project Coordinator** to execute turnover schedule efficiently
- **Bid and estimate** turnover costs for property owners with high accuracy
- **Conduct move-out and move-in inspections** with Turnover/Large Project Coordinator
- **Ensure turnovers meet quality standards** and are completed on schedule
- **Identify turnover process improvements** to reduce time and costs
- **Track turnover completion metrics** and address delays proactively

Quality Control & Customer Satisfaction (10%)

- **Conduct quality inspections** of completed work orders, turnovers, and projects
- **Ensure resident satisfaction scores** of 4.5+ for all occupied units
- **Address resident complaints** and service issues promptly and professionally
- **Implement quality standards** and hold team accountable to them
- **Review vendor work quality** when coordinating with Lead Maintenance Coordinator
- **Identify trends** in service issues and implement preventative solutions
- **Foster a customer-first culture** within the maintenance team

Inventory & Resource Management (5%)

- **Maintain daily inventory tracking** for all materials checked in/out by technicians
- **Conduct weekly vehicle cleanouts** and inventory audits with the team
- **Order inventory and supplies** based on team needs and usage patterns
- **Conduct cost comparison and sourcing** for materials and supplies to ensure competitive pricing
- **Submit weekly inventory reports** to Operations Manager documenting orders, costs, and usage
- **Ensure adequate stock levels** of commonly used materials and parts
- **Manage tool and equipment inventory** for the maintenance team
- **Optimize inventory costs** while maintaining service readiness
- **Negotiate with suppliers** for volume discounts and preferred pricing

Strategic Support & Collaboration (5%)

- **Coordinate with Field Inspectors** as needed for property inspections and training
- **Collaborate with Turnover/Large Project Coordinator and Lead Maintenance Coordinator** on work order triage and vendor vs. in-house decision-making
- **Partner with Operations Manager** on department budget planning and forecasting
- **Recommend process improvements** to enhance efficiency, quality, and profitability
- **Support company safety program** and ensure team compliance
- **Contribute to strategic planning** for maintenance department growth and development
- **Stay current** on industry best practices, building codes, and maintenance technologies

Key Performance Indicators (KPIs)

You will be measured on the following metrics:

1. **Customer Satisfaction:** 4.5+ resident rating across all occupied units
2. **Team Billable Hours:** 7 hours per technician per day (147 hours/week with 6 techs, scaling with growth)

3. **Monthly Revenue Target:** ~\$70,000/month (current team), scaling to ~\$117,000/month (full team)
4. **Tech Utilization Rate:** Maximize billable time vs. non-billable time
5. **Profit Margin:** Maintain 35-40% on in-house maintenance operations
6. **Work Order Completion Time:** Track and continuously improve average completion time
7. **First-Time Fix Rate:** Minimize return visits and callbacks
8. **Turnover On-Time Completion:** Meet scheduled move-in dates
9. **BID Accuracy:** 90%+ accuracy on project estimates
10. **Project Completion Rate:** 95%+ on-time completion for large projects

Required Qualifications

Experience

- **3-5 years** of hands-on maintenance experience in property management, facilities management, or related field
- **3+ years** of experience managing a maintenance team of 5+ people
- **Proven track record** of meeting revenue targets and managing P&L responsibility
- **Experience with work order management systems** and scheduling software (AppFolio strongly preferred)
- **Demonstrated success** in building and developing high-performing teams

Technical Knowledge

- **Strong understanding** of residential maintenance trades: HVAC, plumbing, electrical, appliance repair, carpentry, drywall, painting
- **Knowledge of building codes** and safety regulations
- **Ability to troubleshoot** complex maintenance issues and provide technical guidance
- **Experience preparing estimates and BIDs** for maintenance projects and turnovers
- **Understanding of inventory management** and cost control principles
- **Experience with vendor sourcing** and cost comparison for materials and supplies

Skills & Competencies

- **Strong leadership** and people management skills
- **Excellent communication** (written and verbal) with team members, residents, and leadership
- **Financial acumen** with ability to manage budgets, track revenue, and control costs
- **Strategic thinking** and problem-solving abilities
- **High attention to detail** with focus on quality and accuracy
- **Proficiency with technology:** Property management software (AppFolio), Microsoft Office/Google Workspace, project management tools (Monday.com a plus)
- **Time management** and ability to prioritize in a fast-paced environment
- **Customer service orientation** with empathy and professionalism

Requirements

- **Valid driver's license** with clean driving record
- **Reliable vehicle** with appropriate insurance
- **Ability to lift up to 30 pounds** and perform physical inspections
- **Local travel required** across portfolio properties
- **Flexibility for occasional after-hours** emergency response coordination
- **Must pass** criminal background check

Ideal Candidate Profile

We're looking for someone who:

- **Leads by example** with integrity, accountability, and strong work ethic
- **Builds strong relationships** with team members, residents, vendors, and leadership
- **Thinks like a business owner** with focus on quality, profitability, and customer satisfaction
- **Thrives on accountability** and takes ownership of results
- **Stays calm under pressure** and finds solutions to complex problems
- **Communicates clearly and proactively** with all stakeholders
- **Continuously improves** processes, systems, and team performance
- **Balances empathy with firmness** in managing people and performance
- **Takes initiative** without needing constant direction
- **Embraces technology** and leverages data to drive decisions
- **Has a customer-first mindset** while maintaining operational efficiency

Why Join Us?

We are a well-established property management company committed to operational excellence, team development, and exceptional service to our residents and property owners. We offer:

- **Competitive salary:** \$75,000 - \$85,000 annually based on experience
- **Comprehensive benefits package:** Health, dental, vision insurance
- **Paid time off and holidays**
- **Professional development opportunities** and ongoing training
- **Autonomy and ownership** of the maintenance department
- **Opportunity to build and scale** a high-performing team
- **Supportive leadership** that values your expertise and input
- **Career growth potential** as the company and portfolio expand
- **Tools and resources** to succeed in your role
- **Collaborative team culture** focused on excellence and continuous improvement

To Apply

Please submit your resume along with responses to our prescreening questions. We're excited to learn about your maintenance leadership experience and discuss how you can drive success for our maintenance operations.

Note

This job description serves as a general guide to the key responsibilities and requirements of the Maintenance Tech Manager position. Duties and responsibilities may be updated or adjusted by the Operations Manager based on business needs and operational priorities.