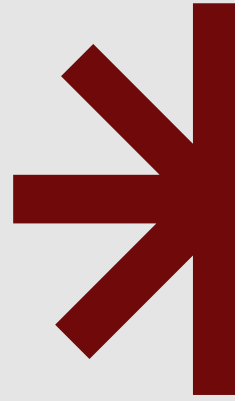


+ Chief Operating Officer



Send resume to: jobs@choosepriority.com

+ Overview

About Us

We focus on providing high-quality stewardship. We are a growing company and we're looking for team members who share our vision to provide great service to our local community through the way we manage property and serve our residents, commercial tenants and owners.

Our Core Focus: High Quality Stewardship

Our Core Values: Steward Well, Ownership, Support Each Other, Serve Others and Anticipate.

Steward Well: We take seriously our responsibility to set and then meet the clear expectations we set with clients as we manage their investment.

Ownership: Each team member takes the initiative in their sphere of responsibility and is accountable to follow through and see results.

Supporting Each Other : We believe the best of one another, we treat each other with kindness and respect, and we celebrate each other's successes as we all work toward our team vision.

Serve Others: We each have a willingness to do something for the benefit and goodwill of another without expectation of anything in return whether that is our clients, tenants, vendors or in our community.

Anticipate: We use our experience and knowledge to the best of our ability to foresee opportunities, needs or problems and proactively respond. It's really important that you share these values in order to be part of our team.

Role Summary:

Founded in 2011, Priority Property Management has steadily grown, and is poised for further expansion. We seek an exceptional individual to join us as Chief Operating Officer (Integrator). We operate using the EOS system, with a strong focus on the Integrator/Visionary dynamic to drive continued growth and success. The right individual in this role will be energized by serving as the Integrator in our EOS framework, collaborating closely with the CEO (Visionary) to translate vision into actionable plans and results. Additionally, they will excel at leading and developing our team, fostering a culture of accountability, efficiency, and excellence.

The Chief Operating Officer is responsible for providing leadership, management, and accountability to the Priority Property Management team. This role ensures that all functions of the organization are effectively integrated and orchestrated to achieve our business objectives. The COO will also manage a small portfolio of commercial clients to aid in understanding the business and maintaining a pulse on the property management industry. The COO will work closely with the CEO to align strategies with PPM's vision, fostering a culture of accountability, experience, efficiency, and excellence.

This Candidate Should Exemplify the Following Attributes:

- Integrity and Honesty: Do what you say and when you say you will do it, and possess a willingness an ability to speak honestly and frankly, including to the CEO/Visionary
- Thoroughness and attention to detail, excellent at task completion, systems-minded
- Decisive - using actionable data and metrics to drive operational success based on results rather than activities
- Strategic thinking - ability to define and execute goals derived from the company vision
- Developer of people through the art of delegation, development, healthy accountability and real-time coaching
- Gifted at providing clarity, fostering collaboration, and navigating healthy conflict
- Exhibits servant leadership, high emotional intelligence, and builds trust easily with a kind, respectful, and approachable demeanor
- A fundamental and on-going alignment with the business's key strategic goals is necessary for a thriving COO/CEO relationship.

Expectations of the Role:

- 75% Operations Leadership 25% Commercial Property Management
- Schedule: Full time with the ability to work after regular business hours and weekends as needed (specifically during peak season or an emergent need). Limited travel.
- Reports to CEO/Visionary
- In-Office Position during Regular Business Hours (Monday - Friday, 5 days per week)
- Backup On Call to Property Managers with Owners, Residents, Commercial Tenants and Team Members After Hours and Weekends.

Qualifications:

- At least 5 years of proven experience in a senior leadership role, ideally as a COO, Second in Command, or a similar position, demonstrating a track record of driving growth and achieving operational excellence
- Familiarity with EOS (Entrepreneurial Operating System) or similar operational frameworks is highly desirable

- Strong leadership skills, capable of motivating and developing a high-performing team
- Excellent strategic thinking and problem-solving abilities
- Ability to thrive in a dynamic, fast-paced environment and adjust priorities as needed
- Effective communication skills, with the ability to influence and collaborate across all levels of the organization
- Bachelor's degree in business or a related field
- VA Realtor License or the ability to obtain a VA realtor license within sixty days of starting

Key Responsibilities	Details
Organizational Leadership	Lead and hold accountable PPM team members and operations. Integrate all organizational functions to meet goals, providing clear direction, effective task delegation, and fostering a collaborative, high-performance culture. Establish and sustain a strong culture of accountability throughout the organization, ensuring adherence to PPM's core processes and operating system.
Operations	Develop operational policies, structures, and processes to support PPM's vision as needed. Enhance efficiency without compromising operations, emphasizing property management best practices and optimizing the Owner/Resident Experience. Proactively identify and resolve opportunities and issues using critical thinking and deductive reasoning, aligned with PPM values.
Performance Objectives	Consistently achieve the performance objectives for your COO/Integrator role. Meet with the CEO/Visionary consistently to report on progress and collaborate on any challenges or coaching regarding your performance.
Commercial Portfolio Management	Manage a commercial portfolio, ensuring owner satisfaction and fostering strong relationships. Participate in the on-call rotation for PPM owners, residents, and commercial tenants. Gain proficiency in both commercial and residential operations to enhance overall PPM experience.
Reporting and Communications	Regularly update the leadership team and CEO/Visionary on KPIs, Strategic Objectives, and Scorecard Metrics using dashboards and other tools. Ensure consistent communication of PPM's vision, performance, and values to the entire PPM team.
Integrator Role	As the Integrator in the Entrepreneurial Operating System (EOS), collaborate closely with the CEO/Visionary to align and execute strategies effectively. Translate company vision into actionable plans and objectives, ensuring completion of strategic goals and quarterly objectives for desired outcomes. Facilitate clear communication across the organization.
Team Members Development and Growth	Create high-performing teams by empowering individuals to leverage their strengths through a culture of continuous learning and growth. Energize team development, maintain accountability, and encourage growth.