



'BEYOND THE BUILD' | PROPERTY MANAGER

Introduction:

Pyramid Builders is an award-winning custom builder, specializing in high-end architecturally designed residential construction. With an over thirty-five-year history, we have established a reputation as a premier builder of luxury single-family homes. Following the completion of a project, we offer services through our 'Beyond the Build' program to support our clients' ease of homeownership and enjoyment of their new investment.

We have an opportunity to join our growing 'Beyond the Build' Team in Annapolis, MD as a Property Manager. The ideal candidate will have strong organizational skills coupled with a keen ability for client care and service. We are seeking a knowledgeable team player who puts attention to detail first, works well with others, and respects our process to get the job done. While experience in the building industry is a plus, we are eager to identify the best candidate for growing the team to serve our clients.

Overview:

The Property Manager is responsible for supporting clients through our 'Beyond the Build' program, ensuring their needs are not just met but exceed expectations. This role requires having the confidence and ability to coordinate multiple details in a timely manner, partnering with both internal and external team members to carry out the client project or request. Our 'Beyond the Build' Team works with a dedicated field-based Service Technician, while calling on additional field staff and subcontractors where needed to reach a successful resolution or result. The Property Manager is responsible for the client experience, positive promotion of the Company's image and maintaining the highest level of ethics and standards.

Responsibilities:

- Develop and facilitate routine maintenance and inspection schedules for clients' homes, proactively identifying and addressing potential issues before they escalate.
- Work with clients to understand home service needs, routine or urgent, and coordinate with internal and external partners to successfully resolve.
- Manage various special projects within a client's property, including significant renovations and updates to existing homes.
- Build strong rapport with clients through an elevated experience, instilling confidence in our team's ability to service or enhance their property.
- Review and thoroughly understand entire service or special project scope to effectively order materials, invoice clients, and schedule field team or subcontractors.
- Retain accurate and thorough records of work completed within client homes.
- Coordinate ongoing communication with all service or project stakeholders including Service Technician, Site Supervisor, Client, & other key partners; including support of progress meetings to review status & selections.
- Maintain digital & paper archive of all property related files and correspondence.
- Create and present comprehensive proposals for work containing accurate pricing, scope, schedule, and other necessary details.

Pyramid Values:

- Build strong relationships with other Pyramid office and field personnel.
- Build win-win Client & Architect relationships for the long term.
- Develop creative solutions to problems & challenges.
- Maintain personal development plan to continually build professional skills.
- Keep up to date with relevant construction trade publications.
- Initiate suggestions for company-wide process & profitability improvements.

Requirements:

- Bachelor's Degree in relevant field, or equivalent years of experience in similar role.
- Three to five years' experience in an office setting, construction or property management related is strongly preferred.
- Experience with understanding and managing project quality, schedule, and budget expectations.
- Excellent written & verbal communication skills with both internal and external stakeholders.
- Strong organizational ability with great attention to detail.
- Exceptional ability to think creatively to solve problems, even when outside of personal expertise, knowing when to call on team and partners where needed.
- High-level proficiency with Microsoft Office and ease of comprehension with detailed data entry.
- Ability to be a team player performing various production support tasks.

To Apply:

If you are interested in this position, contact us by any of the following means:

- Submit resume & application: [here](#)
- Email your resume: office@pyramid-builders.com
- Mail your resume to: Careers w/Pyramid Builders | 207 Chinquapin Round Road | Annapolis, Maryland 21401

Pyramid Builders offers a comprehensive benefits package including Health, Dental, Vision, Disability & Life Insurance, Paid Holidays & Paid Time Off (PTO), a 401 (K) plan, and discretionary Vested Profit Sharing. Pyramid is an equal opportunity employer.