



Deeply affordable. Thriving neighborhoods. Nearby services.

Title: Director of Maintenance Operations

Reports to: Chief Operations Officer

FSLA: Exempt

Rev.: 04/2026

The mission of Jubilee Housing is to build diverse, compassionate communities that create opportunities for everyone to thrive. Since 1973, Jubilee has worked to provide high quality affordable housing and holistic support to individuals and families in the Adams Morgan, Mount Pleasant and Columbia Heights neighborhoods of Washington D.C. Jubilee operates more than a dozen properties totaling over 500 homes and has an active development pipeline of new affordable housing, including D.C.'s first urban aquaponics and hydroponics farm located in the basement and rooftop of one of our buildings. Jubilee also offers robust programming for residents and community members as they pursue life goals.

Jubilee's Justice Housing® model is built on the principle of providing deeply affordable homes with onsite or nearby services located in neighborhoods where resources such as good schools, grocery stores, and public transportation are readily accessible. Jubilee is seeking individuals who want to work with us to ensure Justice Housing becomes a reality for all who need it.

#### **POSITION DESCRIPTION:**

The Director of Maintenance Operations leads how maintenance work gets planned, assigned, tracked, and completed across the Jubilee Housing portfolio. This is a systems and management role as much as a facilities role and the right candidate brings deep property maintenance knowledge alongside the process discipline to build and run a high-performing operation. They will leverage OneSite/RealPage to drive accountability, design and launch SOPs to support portfolio growth, and directly supervise the Maintenance Supervisor and the Maintenance Coordinator.

#### **SPECIFIC DUTIES:**

##### **Operations and Systems**

- Own the end-to-end work order system in OneSite/RealPage: intake, assignment, tracking, escalation, and closure; build dashboards and SLAs across all properties.
- Assess, revise, and launch the Jubilee Housing Maintenance Manual and SOPs; treat them as living documents that scale with portfolio growth.
- Design and implement a portfolio-wide Preventive Maintenance program; ensure Life Safety Systems, elevators, boilers, and HVAC are maintained and documented on schedule.
- Oversee grounds, snow removal, trash, and cleanliness of common areas and residential units.
- Coordinate compliance with building codes, housing laws, annual inspections, and violation resolution; ensure vendor insurance and licenses are current.

### **Capital Projects and Procurement**

- Develop scopes, manage contracting (via competitive bids when prudent), and oversee capital improvement projects from planning through completion.
- Negotiate and administer contracts and manage full vendor and contract lifecycles.
- Develop and manage the annual maintenance and capital budget; track monthly and quarterly variances, produce financial reports via OneSite/RealPage, and collaborate with Asset Management on long-term capital planning.
- Oversee portfolio-wide inventory management: establish par levels, control purchasing, track usage, and ensure properties are consistently stocked with necessary supplies and equipment.

### **Team and Stakeholder Leadership**

- Directly supervise maintenance and housekeeping staff; set expectations, coach performance, manage schedules, and build a culture of follow-through.
- Partner with Community Managers, Property Management, Asset Management, and Development on operations, inspections, transitions, and long-term asset value.
- Serve on the Safety Committee; lead inspection readiness; stay current on industry standards and bring best practices to the organization.

### **DESIRED QUALIFICATIONS:**

#### **Experience**

- 8–10 years in property management, facilities management, capital projects, or construction; multifamily environment preferred.
- Minimum 5 years of supervisory experience with demonstrated ability to build team accountability and drive performance.
- Hands-on OneSite/RealPage experience including work order management, PM scheduling, and reporting; platform configuration experience is a strong differentiator.
- Demonstrated experience building or significantly improving a maintenance ticketing or work order system, not just using one.
- Experience with budget management, procurement, RFP design, contract negotiation, and vendor management.

#### **Education and Certifications**

- Bachelor's degree preferred, or equivalent combination of education and experience.
- Certifications valued: CMM, HVAC, OSHA 30, or others applicable to facility operations.

#### **Skills**

- Strong systems thinker; able to identify workflow breakdowns and build durable processes at scale.
- Advanced working knowledge of OneSite/RealPage; proficient in Microsoft Office Suite.
- Clear communicator and collaborative leader; calm under pressure with consistent follow-through.
- Valid driver's license required.

**SALARY:**

Commensurate with experience

**BENEFITS:**

Benefits include health, vision, and dental insurance, STD, LTD, and Life insurances, paid vacation, sick leave, holidays, transportation stipend and a 403b matched contribution retirement plan.

**BACKGROUND CHECK AND DRUG SCREENING:**

Finalist(s) for this position will be subject to a drug screening and will be required to consent to a pre-employment background check, to include employment and education verifications, as a condition of employment.

Background check and drug test results do not automatically preclude you from being considered for employment. We recognize that each candidate's circumstances may differ, and we evaluate all aspects of your application and qualifications before making a final decision

**REFERENCES:**

Please be prepared to provide 3 professional references if you are selected for this role.

**HYBRID WORK MODEL:**

Three-day, onsite hybrid work schedule required; agreed upon schedule with manager.

**TO APPLY:**

Visit <https://ats.rippling.com/jubilee-housing/jobs>.

*Jubilee Housing is an Equal Opportunity Employer*