



Job Description | Turn Project Coordinator

The Turn Project Coordinator role is a seasonal onsite position overseeing the vendor management aspect of one or more student housing turns. Student turns typically last 10-21 days, when hundreds of students are moving out of a single community just days before a fresh crop is moving back in. Meaning time is of the essence. But never fear... The Turn Company is here to guide you through our process! Review the information below to learn about the requirements and responsibilities of the Project Coordinator role.

- Starting a week or two before Move-out Day - typically late July - you will be assigned a community and begin training with both the Regional Project Manager and the onsite management team. Training will consist of learning the student housing turn process for your assigned community, software training on Entrata or other property management platforms, the Make Ready or Turn Board process, coordinating with the Community Manager and Maintenance teams, and vendor oversight and quality control for the turn trades (painting, cleaning, carpet cleaning).
- Responsibilities:
 - **Student Housing Turn Process** - in student housing leases are typically structured to all expire on the same day, meaning the move-out day is the same for everyone who doesn't renew their lease for the upcoming school year. This Move-out Day kicks off the turnover season, or "turn," the time of year when all of the apartments are painted, cleaned, and carpet cleaned (usually) for new residents to move in 10-21 days later. During this time, inspection, trash out, maintenance, make ready, furniture, flooring replacement, and lock and key processes all occur. Project Coordinators oversee the make ready contractors for turn: painters, cleaners, and carpet cleaners.
 - **Software** - Entrata is the standard property management software used for turn and we will provide access for Project Coordinators to your assigned community. The primary need for this is to track which bedrooms and units will be turned (painted, cleaned, carpet cleaned) and to mark these completed on the Make Ready board in Entrata. It is possible that a separate spreadsheet or mobile application will be used, however, this will be a rare occurrence.
 - **Make Ready/Turn Boards** - tracking turn progress is the most critical aspect of turn because it confirms we are staying on schedule. As bedrooms and units are painted, cleaned, and carpet cleaned, it will be your primary responsibility to update the make ready or turn board. This is done by logging into Entrata and marking turn trades completed as you inspect them, and if they are not completed or quality is poor then you will have to call the assigned contractor back in to complete the job. As you mark these completed, the onsite management team may come and check them behind you and give you instructions on anything that could be missed.



- **Onsite Coordination** - coordinating with the onsite management teams will be critical. You will need to have open and regular communication with the Community Manager, Maintenance Team Lead, and possibly other members of the management team. They are relying on you to oversee our contractors and reliably communicate any issues you run into during the turn process. Likewise, you are relying on them for updates to transfer units, holdovers (residents that failed to move out), late renewals, or any other changes to the turn bed and unit lists.
- **Vendor Oversight** - turn contractors will consist of multiple crews of painters, cleaners, and carpet cleaners. It is the Project Coordinator's job to ensure they arrive on time each day with the appropriate capacity (i.e. number of workers and crews) and document and notify your Regional Project Manager if they do not, provide the contractors with daily bed and unit lists you get from onsite management, ensure they have access to their assigned apartments, inspect completed paints, cleans, and carpet cleans for quality, call back contractors for incomplete or skipped areas, and communicate with the crews on any issues they encounter and work with onsite management to address them.
- **Post-Turn Assessment** - after turn is completed and Move-in Day arrives, Project Coordinators will complete a post-turn assessment provided to them by The Turn Company. This will involve providing us with feedback on how smoothly the turn went overall, and specifics on what obstacles you encountered with either vendors, onsite management, software, or The Turn Company. The more information we have immediately following turn the better we can prepare for the analysis for each community and feedback for ourselves so that we can improve future turns.
- **Occupied Bedrooms & Common Areas**
 - Occupied bedrooms will only be entered when accompanied by an onsite team member. All interactions with residents and their families and guests should be limited and professional at all times.
- All necessary equipment will be provided to you by the onsite management or Turn. teams.
- Be sure to stay hydrated especially when working outside.
- Always wear your Turn Company shirt to ensure you are easily identifiable by vendors and onsite management.
- Follow the instructions of the Community Manager and/or Maintenance Team Lead as it pertains to wearing proper Personal Protective Equipment before entering any apartments at the community.
- Have fun! It's a lot of work and you have to stay organized to be successful, but at the end of the day we hope it is enjoyable and fulfilling to complete these projects.

For an application for The Turn Company Project Coordinator position, follow this link:

<https://theturncompany.com/project-coordinator-application/>