



# FM Internship Development Guidelines

*A How-To Guide for Facility Managers*



## **FM Internship Development Guidelines: A How-To Guide for Facility Managers**

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*critical to the profession, and increasing awareness of facility management and making FM a career of choice.*

### **1.0 Executive Summary**

This handbook is designed to assist IFMA member companies with developing an internship program. This best practices guideline can be used as a step by step process for designing a customized program based on your individual organizational needs.

An internship is a period of practical training, carried out by a student within a company or organization. An internship can be offered by any type of company or organization, large or small, for profit or not for profit, and within any industry or economic sector.

### **2.0 About This Guideline**

This “Guideline” explores best practices for establishing and managing highly effective internship programs. It presents information for individuals seeking guidance on creating new internship programs or for those looking to change or improve the ongoing management of existing internship programs.

### **3.0 Who Should Use this Guideline?**

The model is (should be) highly adaptable, so much of the content within this guide can apply to any organization regardless of type. While most of the information in this guide is based on experiences of internship managers at U.S. companies, much of the content can also be applied to organizations outside of the United States. We welcome feedback from non-U.S. companies about their unique challenges in creating and managing internship programs.

### **4.0 What is an Internship and Its Purpose?**

An internship is a form of experiential learning that empowers students to integrate knowledge and theory learned throughout the curriculum with practical application and skill development in a professional setting. Thus, a meaningful internship is a partnership between an Intern, the academic institution, and employer, collaboratively defined and guided by the student, a faculty internship mentor (if the student is receiving university credit, review the course requirements and make sure the student outcomes are included in the internship activities), and an on-site supervisor from the employer. The purpose of an internship should not be focused on providing inexpensive labor, but rather should focus on providing the intern with the experience necessary for them to meaningfully contribute to the Facility Management industry.

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### **4.1 Characteristics**

Duration can range from one semester or quarter is common internship length. However, the answer to how long an internship could be; it could be one month to one year, but a typical experience usually lasts three months, usually during summer or winter breaks.

### **4.2 How Internships Benefit Employers**

Source of highly motivated pre-professionals  
Students bring new perspectives to old problems  
Quality candidates for temporary or seasonal positions and projects  
Freedom for professional staff to pursue more creative projects  
Flexible, cost-effective work force not requiring long-term employer commitment  
Proven, cost-effective way to recruit and evaluate potential employees  
Visibility of your organization is increased on campuses

### **4.3 Designing an Internship Program**

As varied as organizations are in age, size, industry and product, so too are their internship activities.

How do you know what kind of program will work best for you?

What does your organization hope to achieve from the program?

Are you a small organization searching for additional help on a project?

Is your organization growing quickly and having difficulty finding motivated new employees?

Are you a nonprofit that doesn't have a lot of money to pay, but can provide an interesting and rewarding experience?

Is your organization searching out new employees with management potential?

### **4.4 Setting Goals and Priorities**

The first step in creating a plan is to establish goals and priorities for the program. Where possible, it is important to align goals and priorities with the organizations strategic planning and the student's course outcome requirements.

This type of alignment will help to:

- Forge clearer ties with senior leadership
- Provide greater access to funding sources
- Foster collaborations between offices and departments
- Influence the course of ongoing strategic planning efforts

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### **4.5 Determining Program Size and Type**

With goals established, the next step is to determine the size of the program. Program size will be contingent on company size and type, history of internships at the organization, budget and support, program orientation, and capacity for management and mentorship. Some companies may prefer to pilot a program and build the program over time as company support increases and new needs are identified. It may be critical to demonstrate success on a small scale, then ramp up to larger-scale programs.

### **4.6 Assessing Funding Availability – Compensation**

This section provides budget creation considerations; however, not all companies will be able to provide compensation for the intern. You will need to speak with your financial controller and/or human resource personnel to determine if you will be able to offer compensation.

Intern Pay Rate below is based on academic education level and the role in which an intern is hired for. This is determined based on a percentage of industry entry-level salaries per each job role.

Degree hourly wage is based on Starting Salary after Graduation (SSAG).

<b>Education Level</b>	<b>% of SSAG</b>
<i>Associates</i>	50%
<i>Bachelors</i>	60%
<i>Masters</i>	70%
<i>PhD</i>	80%

As you determine your intern compensation package, consider reviewing the U.S. Department of Labor Wage and Hour Division to ensure compliance with The Fair Labor Standards Act (FLSA). Website: <http://www.wagehour.dol.gov>

As an example of how to calculate the salary for a new Bachelor-Level intern, take your organization's average pay rate that you would pay for a new hire, use that same rate at 60% for a Bachelor-Level intern. Salaries will vary by geographic location, job roles/functions, and industry. Generally, the closer to the terminal degree, the higher the internship pay rate.

Organizations can creatively find non-monetary opportunities to enhance the value to their internship compensation package by adding a variety of benefits. The Return on Investment could have a positive impact for the intern and the organization as well.

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### **4.7 Non-Monetary Ideas to Consider:**

Offer a sign-on bonus after graduation. This is a great recruitment tool that can have a long-term benefit for your organization. It will be important to document the intern's skills and abilities to help the hiring manager place the intern into the right role.

Pay travel and lodging expenses. If your opportunity is not in the area where the student currently lives, this could be an attractive opportunity for recruiting interns especially during the summer months.

Create an onboarding program to strategically achieve the best program results. Make the intern feel welcomed and part of the team, by providing a welcome gift, tours and introductions to key leaders, and provide an overview of the company's mission and vision.

Team up with local merchants to provide gift cards as incentives to provide your intern as they reach certain milestones.

Finally, create a win-win opportunity for your organization to attract and retain the best and the brightest.

### **5.0 Drafting a Guiding Document**

A narrative document outlining the mission, function, and structure of the program will promote understanding of goals for the organization, its interns, and potential funders. In drafting a guiding document, consider including the following sections:

- **Vision and Mission:** What is the aim of the program and the primary goals?
- **Structure:** Who will manage the program and how? This section of the document should include information on mentorship and intern support.
- **Roles and Responsibilities of Interns:** What are the expectations of the interns accepted into the program? It may be beneficial to develop a set of sample job descriptions for internships proposed through the program. Include the students' academic institutions course requirements into the program.
- **Target Audience:** What kinds of interns are most ideal for the program?
- **Application Process:** How will students apply? Who will evaluate applications, and how will this process be completed?
- **Budget:** What are the program expenses, including intern compensation and program management? Funds can be requested for pilot programs, long-term rollouts, and singular requests.

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### **6.0 The Internship Process**

- Identifying Internship Coordinator
- Access Internal Needs
- Allocate Resources
- Identify Support Staff
- Post Internship Description
- Review and incorporate the intern's course outcome requirements into the internship program
- Evaluating & Interviewing Intern Candidates
- Hiring
- Internal Evaluation
- Final Review of Intern
- Refine Internship



### **7.0 Customizing Internships to meet your Organizational Needs**

An internship program offers your organization the opportunity to begin training future Employees while they are still in school. Here are some questions to consider when designing your unique internship program.

- Are there roles within your organization where you frequently hire new employees?
- Many organizations have particular roles for which turnover is high, or new employee recruitment is fairly constant. An internship program can help your organization fill this pipeline.
- Are there skill areas required by your organization that are typically not learned in the classroom?



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### **8.0 Qualities of Successful Internship Programs**

One critical element in developing a successful internship program is planning. These planning elements include identifying project work, lining up a mentor, and evaluating opportunities for experiential learning. Ongoing evaluation of your internship program will allow you to improve it.

- Project Work
- Experiential Learning
- The Mentor
- The Project
- Program Design
- Meeting the academic institution's internship course requirements
- Evaluation
- The Supervisor
- Timeframe

### **9.0 Recruiting, Interviewing & Evaluating Intern Candidates**

How will you find those ideal candidates to fill your internship position(s)? **The number-one tip from those who have established programs is to start recruiting early!** This cannot be overemphasized to organizations that want the very best interns. Begin searching three to four months before you need a student to begin. Starting early has other advantages: the longer you accept applications, the better your chance of finding the best person for the job. The sooner you get one, the longer you have to form a good working relationship with him or her.

Once you begin to receive applications, intern candidates will follow much the same process as other potential new hires. You will screen the applications to find those candidates who meet your criteria.

- Hiring Process
- Orientation
- Developing Internship Job Descriptions
- Advertising Internship Opportunities
- Collecting Application Materials
- Contacting Qualified Candidates



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### **10.0 Leveraging College & University Relationships Deanna**

Your local colleges and universities can be a great resource in the development of your internship program. If your company has a recruiting department you should check and see if they have existing relationships with any of your target institutions. If not, almost all schools have a Career Services Department that can partner with you to confirm requirements, leverage best practices from other companies with internship programs and develop an approach to tap into their student talent. Depending on your program needs, you may consider cultivating relationships with different types of contacts at your preferred campuses. These individuals are eager to build relationships with your organization!

### **11.0 Interim Assessment of Intern and Program Performance**

It is essential to have clear internship program objectives (this should include the intern's academic institution's course requirements and student learning outcomes) and an evaluation process in place to determine the effectiveness and success as well as opportunities for continuous improvement. Objectives and metrics should be established in advance so that interns will have a clear understanding of their role and anticipated outcomes during the hiring process and upon joining the organization. The quantity and complexity of program objectives should vary based on the duration of the program. In general consider 2 or 3 clear objectives and associated deliverables for each intern.

Program performance can be discussed with the individual intern's performance, but it is important to differentiate the effectiveness of the program and how the individual is performing in the role to allow for improvements, adjustments or coaching where necessary. Conversations and feedback about the program and individual's performance can occur informally, but should also be scheduled on a regular basis during the internship. The frequency can vary based on the duration, but the first conversation is recommended within two weeks of the program starting and no longer than 30 day intervals after the initial meeting. The expected outcomes of the evaluation process include a determination of the effectiveness of the program for the company and the value for the intern. Performance feedback is also an important component of these meetings and existing company processes may be leveraged to support the discussions.

It is important to consider how the internship is meeting your organization's needs, and how your internship program is meeting the needs of your interns. This may lead to modifications and improvements for future programs.

### **12.0 Legal Issues Impacting Internship Programs**

While designing your organization's internship program, you may need to consider the impact of various legal issues. Contact your organization's attorney with any questions or for further information.

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### **13.0 Internal Needs Assessment**

... survey is designed to assist your organization in identifying projects where you might utilize an intern. Your internship program coordinator might distribute this questionnaire to project leaders and set a deadline for responses.

### **14.0 Internship Memorandum of Understanding**

... designed to assist in providing a high-quality internship experience for both the intern and the employer. This form should be completed together by the intern and the immediate supervisor or mentor. Both parties should provide input into the completion of the form and agree to the terms outlined. Both parties should also receive a copy of the completed form, and the student may choose to submit an additional copy to his/her college or university, as appropriate.

### **15.0 Internship Description**

Student internship will begin on \_\_\_\_\_ and end on \_\_\_\_\_.

Intern Title: \_\_\_\_\_

Description of duties (see attach references below)

Company Marketing Message: (optional)

### **16.0 Final Assessment of Intern & Program Performance**

The final assessment of the intern's performance should be similar in nature to the key performance indicators used to evaluate other employees within the organization.

A self-assessment by the intern as well as an employer evaluation of the intern's performance should be completed independently at least 1 week before the completion of the internship. This will allow the employer to compile and compare the self-assessment with employer per the example form provided below. This allows for areas in which significant discrepancies between evaluations to be addressed and discussed. It also empowers the intern to perform self-critique, as well as providing a mechanism in which to critique program effectiveness in developing foundational skills upon which they can develop themselves as professionals.

Examples Performance Evaluation Documents:

Name of Intern: \_\_\_\_\_

Date: \_\_\_\_\_

Name of Supervisor: \_\_\_\_\_

Please provide your candid evaluation of this intern's performance or skill level in each of the following areas. This evaluation is not confidential and we encourage you to share it with the student. The student may also wish to use this evaluation form as a reference for future employment. Feel free to use the back of this sheet, additional pages, or even write a letter of support for the student for the student's use in seeking future employment....

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### **16.1 Example Performance Criteria: (Optional Scoring)**

Date:			
Intern's Name:			
Evaluator's Name:			
	<b>Evaluation Topic</b>	<b>Intern Reported Score</b>	<b>Employer Score</b>
Q1	Overall Technical Knowledge		
Q2	Meets Deadlines & Commitments		
Q3	Quality of Work		
Q4	Customer Service		
Q5	Customer Understanding		
Q6	Organization		
Q7	Teamwork		
Q8	Communication		
Q9	Ownership		
Q10	Creativity		
Q11	Judgement		
Q12	Initiative		
Q13	Safety		
Q14	Mentorship of Others		
Q15	Leadership of Others		
Total Average Score:			

The grade for each internship is derived from a standard series of questions (Q1-Q15) that measures basic skillsets on a scale of 1.0 - 4.0 with four point-zero being the highest value. The recommended grade, just below Q15 on the table, is a letter grade that is assigned by the evaluator and it is on a scale of 1.0 to 4.0.

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### **17.0 Best Internship Practices**

During the intern selection process, candidates should be interviewed and evaluated based off of personality characteristics and traits that best align with the values of the company, in order to select the best overall fit for the company.

Interns should keep track of their workload, questions and issues within a journal throughout the duration of their program. This journal can be used to keep track of progress, risks and issues that can then be shared in weekly internship status or “One on One” meetings.

The organization hiring the intern is encouraged to utilize the internship as an opportunity to provide new perspectives and tools acquired in an intern’s studies to improve or enhance existing work tasks or processes. The organization is also encouraged to provide learning opportunities and exposure to various business units/ departments to provide a global picture of the company’s business operations.

It is highly recommended that interns be able to present the results of their internship to an organization’s executive level. This provides critical experience in communicating effectively at the executive level, as well as providing the opportunity build a professional network.

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### **18.0 Sample Internship Descriptions**

#### **Facility Manager – Intern Description**

##### **Sample Justification:**

The intern will learn and study the day to day activities of this business section. The intern will evaluate each business unit during the engagement, will write a weekly journal outlining the activities they participated in, list any questions they have and also list any opportunities they observe that could further their understanding. Interns will assist the Facilities leadership in performing a broad range of projects based on a specific focus area developed by the Intern.

The educational opportunity will be a combination of learning by observation and developing facilities strategic plans. Additional benefits to the Intern will be to observe how a facility evolves over a long term.

##### **Typical schedule of activities:**

The Intern Program is approximately 12 weeks and will complete a rotation through all business units:

Phase 1

Orientation and Discovery Workshops

Phase 2

Select Business Unit Life Cycle Challenge

Investigate Challenge

Develop Challenge Solution

Ongoing Job Shadowing/Business Unit Support

Phase 3

Present Solution to leadership team

##### **Position Description:**

The successful candidate will work with diverse facilities disciplines while gaining workplace skills and experience. The candidate must be willing to perform field work, project scoping, attend client meetings, and data entry. Some responsibilities will include project management activities, Office furniture installation, design sketches/AutoCAD drawing, and Construction administration tasks. This type of work will provide the intern with a broad vision of working within a facilities organization and expose them to multiple disciplines in the construction/facilities environments.

##### **Position Requirements:**

Minimum: Must be seeking a BS or MS degree in engineering, architecture, design, facilities management, or related field. Be available for 40 hours per week during the day. The position will require walking or standing for extended periods while documenting and developing construction/demolition plans, and installing furniture. Additionally, the position could involve activity outside of the building(s) during the summer months and use of ladders. The intern will have excellent verbal and written communications skills. Knowledge of drafting standards, AutoCAD, mechanical/electrical aptitude, and Excel is a plus. Intern must be proficient in standard Microsoft office applications. Intern must also have strong organizational skills and strictly follow all safety regulations/requirements.

##### **Company Marketing Message: (optional)**

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### **Facilities Project Management Intern**

#### **Sample Justification:**

Continued travel requirements by the engineering staff in the Global Facilities Organization has created a gap that an intern would be able to manage small projects, continue to support the drawing library conversion to e-files, provide engineering support to the Operations and Maintenance organization while the senior members are on travel. It is anticipated that a number of construction and projects will be occurring next summer in which this position can gain experience running construction projects and learning how to manage contractors and work with various groups in the company.

#### **Position Description:**

Provide facilities support for multiple projects including assist/manage small projects, continue transitioning and organizing legacy documents from hard to electronic copies in SharePoint. Secondary responsibilities would be to provide assistance on facilities projects including the FMCS upgrade from MBC to PXC modules and consolidation of control panels. The position will require the candidate to be a self-starter who can work with minimal direction.

An intern is needed for Project Management at the Phoenix site it is anticipated that a number of construction and projects will be occurring next summer in which this position can gain experience running construction projects and learning how to manage contractors and work with various groups in the company.

#### **Position Requirements:**

Minimum: Must be actively pursuing a bachelor's degree in an Engineering, Construction, or Facility Management discipline. Be available for 40 hours per week during the day during the summer. The position will require walking or standing for extended periods while documenting and developing construction / demolition plans. Additionally, the position could involve extensive activity outside of the building(s) during the summer months and use of ladders. The candidate will be proficient in English, have excellent verbal and written communications skills. Knowledge of drafting standards is required along with being proficient in AutoCAD and MS Office. Candidate must also have a good mechanical and electrical aptitude as well as superior organizational skills.

#### **Company Marketing Message: (optional)**

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### **Engineering - Architecture - Facilities Management Intern**

#### **Sample Justification:**

Interns will be used to develop demolition plans for the eventual strip out of the 2nd, 3rd and roof of D building after Fab Closure, that ensure continuity of services to the other tenants. The target is to develop disconnect diagrams for H<sub>2</sub>, N<sub>2</sub>, O<sub>2</sub>, Ar, CDA, etc. The goal is to have them develop documentation and a plan that will instruct contractors how to remove the unused lines on the system, without interfering with the lab activities. They would further supplement the facilities CAD services as needed for this project; for example assisting the engineering staff with other projects and as built documentation. The educational opportunity will be a combination of learning by observation and developing facilities construction plans. Additional benefits to the Intern will be to observe how a facility evolves over a long term.

#### **Position Description:**

The successful candidate will work with a diverse group, including management, engineering, and operations and maintenance, while developing plans for facility system reconfigurations caused by changes in operations. The candidate must be willing to perform a considerable amount of field work and turn that work into a working and well communicated document for management to review and implement. The challenge becomes that the plan developed must take care to not impact ongoing operations. This type of work will provide the successful candidate a broad vision of working within a Facilities Organization and expose them to multiple engineering disciplines in the construction/facilities environment.

#### **Position Requirements:**

Minimum: Must be seeking a degree in engineering, architecture, or facilities management, either a BS or MS. Be available for 40 hours per week during the day. The position will require walking or standing for extended periods while documenting and developing construction/demolition plans. Additionally, the position could involve extensive activity outside of the building(s) during the summer months and use of ladders. The candidate will be proficient in English, have excellent verbal and written communications skills. Competent in Microsoft Office, knowledge of AutoCad is a plus.

#### **Company Marketing Message: (optional)**



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### **Electrical Engineer Intern**

#### **Sample Justification:**

The intern will be used to develop a capital plan for upgrading/replacing the computer control system. This system is not well supported by the manufacturer any longer, and the server is not readily supported either. The intern would also help the site electrical engineer in design review of the electrical projects on the site and lead smaller electrical based projects. The educational opportunity will be a combination of learning by observation and developing facilities construction plans. Additional benefits to the Intern will be to observe how a facility evolves over a long term

#### **Position Description:**

The successful candidate will work with a diverse group; including management, engineering, and operations and maintenance, while developing plans for facility system reconfigurations caused by changes in operations and cost savings activities. The primary project will be developing a capital plan for the future replacement of the computer control system. The candidate must be willing to perform a considerable amount of field work on other projects that have electrical components. This type of work will provide the successful candidate a broad vision of working within a Facilities Organization and expose them to multiple engineering disciplines in the construction/facilities environment.

#### **Position Requirements:**

- Must be currently enrolled and seeking a BS degree in electrical engineering with an emphasis in power distribution.
- Be available for 40 hours per week during the day.
- The position will require walking or standing for extended periods while documenting and developing construction/demolition plans.
- Additionally, the position could involve extensive activity outside of the building(s) during the summer months and use of ladders.
- The candidate will be proficient in English, have excellent verbal and written communications skills.
- Competent in Microsoft Office, knowledge of AutoCad is a plus

#### **Company Marketing Message: (optional)**

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### **Mechanical Engineering Intern**

#### **Sample Justification:**

Mechanical Engineering intern would be able to manage small projects for the (your site) and provide engineering support to the Operations and Maintenance organization. It is anticipated that a number of projects will be occurring next summer in which this position can gain experience running construction projects and learning how to manage contractors and work with various groups in the company.

#### **Position Description:**

Provide facilities engineering and project management support for multiple projects. The projects provide an educational challenge ranging from office build outs to installing lab equipment. The candidate will provide support to the facilities engineering staff on wet and dry side piping systems, including de-ionized water. Secondary responsibilities would be to provide assistance on HVAC systems and monitoring energy conservation projects at (your site). The position will require the candidate to be a self-starter who can work with minimal direction.

#### **Position Requirements:**

Minimum: Must be actively pursuing a bachelor's degree in Mechanical Engineering. Be available for 40 hours per week during the day during the summer. The position will require walking or standing for extended periods while documenting and developing construction / demolition plans. Additionally, the position could involve extensive activity outside of the building(s) during the summer months and use of ladders. The candidate will be proficient in English, have excellent verbal and written communications skills. Knowledge of drafting standards is required along with being proficient in AutoCAD and MS Office. Candidate must also have a good mechanical and electrical aptitude as well as superior organizational skills.

#### **Company Marketing Message: (optional)**

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### **Controls Engineer Intern**

#### **Sample Justification:**

The existing Facilities Management Control System is nearing the end of its useful life and a new solution needs to be developed. This system controls the majority of the facilities infrastructure allowing for reduced headcount in facilities operations and maintenance group. Many options are available for replacement, but one that minimizes replacement costs and minimal upkeep needs to be researched and recommend. This becomes a very good project for a summer intern to work on. The intern would be responsible for learning how the existing system works, what the physical layout of the system is and what easy upgrades for improvement can be made. They would also help review the fire alarm system which is also at the end of its supported life and make recommendations on how to upgrade.

#### **Position Description:**

A top global technology manufacturer is looking for a Facilities Controls Engineering Intern. The internship will focus on providing facilities engineering and project management support for multiple projects with a primary project focusing on developing plans for the replacement of the existing building automation system (BAS) In this role, you will closely with Facilities Management and the Operations and Maintenance staff to develop a program that is user friendly and scalable for future integrations.

Be exposed to projects that provide a professional challenge and learning environment, while interacting with other engineering disciplines and working with trade people

Learn about how an industrial fire alarm system works so that you can develop a plan to upgrade the software and field panels to a current supported system.

Be responsible for support of the fire alarm and building automation controls systems review of projects that arise during the internship.

#### **Position Requirements:**

The candidate will be seeking a Bachelor of Science degree in Electrical Engineering, Mechanical Engineering or other equivalent discipline from an ABET accredited school. The position will require the candidate to be a self-starter who can work with minimal direction. A working knowledge of HVAC systems and PID Control sequences are helpful, as well as general knowledge of industrial sized chilled water systems.

Capability in using AutoCAD or another drafting program is a plus.

The candidate must be available for 40 hours per week during the day for the entire summer. The position will require walking or standing for extended periods while documenting and developing construction / demolition plans. Additionally, the position could involve extensive activity outside of the building(s) during the summer months and use of ladders. The candidate will be proficient in English, have excellent verbal and written communications skills.

#### **Company Marketing Message: (optional)**

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### **Facility Management Buildings & Grounds Intern**

#### **Sample Justification:**

A Buildings & Grounds intern position is needed to perform a broad range of projects for the Phoenix site. Space Planning is primarily a manual effort which needs to be transitioned to an efficient and effective Space Management system to provide quarterly space reports and develop office relocation/consolidation options to optimize synergy and space use. There are several Buildings & Grounds services RFQ's utilizing methods from PBSRG to identify best practice / cost effective contracts that need to be completed. Need to implement 5S for custodial responsibilities to manage storage areas and inventory.

#### **Position Description:**

Work with diverse facilities disciplines, contractors, management, and internal customers on a daily basis. Candidate must be able to perform a considerable amount of field work associated with tasks. The candidate will research space management software / systems to identify the best solution for the facility, and implement in Phoenix (if approved) and possibly in other North America sites. The candidate will assist with space build outs and/or adjustments per requests the candidate will assist with developing RFQ's for facilities services for landscape and audio/visual utilizing the Performance Based Studies Research Group (PBSRG) methodology. Assist with area clean-ups utilizing the 5S methods to maintain the organization of custodial areas. Also work with contractors to implement the 5S process.

#### **Position Requirements:**

Minimum: Must be seeking a degree in engineering, architecture, or facilities management, either a BS or MS. Be available for 40 hours per week during the day. The position will require walking or standing for extended periods while documenting and developing construction/demolition plans. Additionally, the position could involve extensive activity outside of the building(s) during the summer months and use of ladders. The candidate will be proficient in English, have excellent verbal and written communications skills. Competent in Microsoft Office, knowledge of AutoCad is a plus.

## **FM Internship Development Guidelines: A How-To Guide for Facility Managers**

### **Strategic Planning - Facilities Management Intern**

#### **Sample Justification:**

Interns will assist the Strategic Planning team to translate the Facilities department's customer construction requirements into a high-level project scope and assign schedule and budgetary requirements that are needed to execute construction projects. The intern will tap into the technical expertise within the organization to ensure facilities and infrastructure are designed and implemented in a way that aligns with the company's and Facilities department's strategic plans.

#### **Position Description:**

The successful candidate will be responsible for planning and supporting various engineering developments and facilities activities, including goal definition, concept evaluation, and assisting with guidelines and specifications of facilities within the building portfolio. The candidate must also be able to effectively translate between technical and business requirements to set expectations upfront and provide project parameters to be handed off for execution. This type of work will provide the successful candidate a broad vision of working within a Facilities Organization and provide experience in effective planning and execution of facilities projects.

#### **Position Requirements:**

Minimum: Must be seeking a degree in engineering, architecture, construction or facilities management, either a BS or MS. Be available for 40 hours per week during the day. The position will require walking or standing for extended periods while documenting and developing construction/demolition plans. Additionally, the position could involve extensive activity outside of the building(s) during the summer months and use of ladders. The candidate will be proficient in English, have excellent verbal and written communications skills. Competent in Microsoft Office, knowledge of AutoCad and Microsoft Project is a plus.

#### **Company Marketing Message: (optional)**

## **FM Internship Development Guidelines: A How-To Guide for Facility Managers**

### **Operations and Maintenance Technician Intern**

#### **Sample Justification:**

The Operations and Maintenance (O&M) Technician Intern will perform a wide range of functions within the O&M organization. Our compressed air system is a legacy system. Over the years leaks have developed in the compressed air system that has severely decreased the efficiency of the entire system. 5S+ is a proven method improving the organizational and employee efficiency. The O&M department would like to expand and improve the program. We would like to expand by adding two rooms to the program.

#### **Position Description:**

The Operations and Maintenance department is looking for a Vocational technician. For making improvements to the compressed air system; the intern will be tasked with tracing out the compressed air lines and locating leaks. Reporting the leak and making necessary repairs or contacting an O&M technician to assist in correcting the fault. The expansion of the 5S program will include the stockroom, the ??? room outside the maintenance shop and the ladder closets located though out the facility. We will work with the individual to train them in 5S techniques and the assist in the task whenever necessary.

#### **Position Requirements:**

Minimum: must be actively pursuing a degree in a Vocational trade. Work hours maybe flexible fitting the classroom schedule. The position will require walking or standing for extended periods while documenting and mapping the compressed air system. Additionally, the position could involve extensive activity outside of the building(s) during the summer months and be able to climb ladders. The candidate will be proficient in English, have excellent verbal and written communications skills necessary for making suggestions and improvements. The individual should be able to read and understand facility drawings. Make red line changes and work with the CAD developer to insure correction are made. Organizational skills and the ability to work with others is a necessity to complete the 5S plus portion of the assigned tasks.

#### **Company Marketing Message: (optional)**