



A Facilities Leader's Guide to

LANDING AN AWESOME JOB



YOU DECIDED TO PURSUE FACILITIES MANAGEMENT BECAUSE YOU HAVE A PASSION FOR SOLVING PROBLEMS, A KNACK FOR ORGANIZATION AND A WILL TO IMPROVE WHATEVER YOU CAN, **WHEREVER YOU ARE.**

It's possible you chose this career path because it seemed to align best with your skill set, or perhaps this career found you—something that started as just one of your duties and eventually became your entire day-to-day. No matter how you became an FM, one thing is for sure: You love what you do.

Now you're seeking the perfect position to fit your values and career objectives—something that fulfills and challenges you every day. The good news is, the FM career landscape has never been better.

This position is no longer seen as just “turning wrenches.” Thanks to advances in technology, today's FMs have become an integral part of operational efficiency and success. **The work you do has the ability to save companies millions of dollars and change the way people work forever.**



As business leaders become more in-tune with the needs of their workforce—and, in particular, the evolving workspace—opportunities will **CONTINUE TO GROW.**

In other words, you're positioned for a bright future.

However, facilities management is also a highly competitive landscape. Today's FMs are expected to come to the table with a whole host of new skills and proficiencies, and stay up-to-date on all [**facilities management trends**](#).



To boost your resume to the top of the stack, conquer interviews and achieve your dream job, you have to set yourself apart. **We'll show you how in this guide.**



THE EVOLUTION OF THE FM ROLE

If you've ever had to explain your industry to a friend or family member, you know it's not easy. That's for two reasons.

1

In previous decades, prior to the digital age, the FM job was mostly composed of basic building maintenance such as changing light bulbs, replacing broken equipment and keeping the building up to code. Most work was done behind closed doors.

2

This position is evolving at such a rapid pace, you'd be hard-pressed to give a description that adequately encompasses all of your many duties and responsibilities.

But the biggest issue isn't explaining your work day to your loved ones—it's gaining understanding from your co-workers. Even still, many employees see the FM as their go-to contact when something breaks, but don't truly grasp the true value the position provides.

While the FM role certainly encompasses many of the important “fixes” employees need and request, it’s what they don’t see that makes the biggest impact. **Today, the FM role has become more strategic, innovative and digitally focused.** From energy consumption and building safety to ergonomics and space utilization, some of the most important facets of a business fall within the FM wheelhouse.



And, thanks to technology, FMs have the ability to be more transparent about the work they do, include other departments in their mission and garner respect and recognition. **It’s a vital position that is critical to a company’s ability to succeed, drive revenue and keep employees and customers satisfied.** And it’s finally receiving serious recognition from the C-suite.





BUT WHAT EXACTLY ARE BUSINESS LEADERS LOOKING FOR?

Let's take a look at the skills your next employer is seeking, and how you can make sure you fit the bill.

WHAT DO EMPLOYERS

REALLY WANT?

From entry-level to senior management, employers are looking for several things when hiring for a facilities management role. In addition to certifications like Certified Facilities Manager (CFM), preferred skills and traits include:

- Excellent communication skills
- Ability to build and manage effective teams
- Grasp of ergonomics and ability to maintain creative workspaces
- Balance of confidence and humility
- Flexibility
- Creativity
- Adept in job-related softwares, such as an **integrated workplace management system** (IWMS)



Here are **four steps** to building a dazzling facilities management resume:

1. CUSTOMIZE

Taking the time to tailor your resume to each specific job may seem time-consuming and tedious, but it's the one tactic that could land you that first coveted interview. Take a moment to scan the job description, and look for key terms that speak to you. Consider the skills and qualifications that align with your interests and abilities, and highlight those on your resume. Also, be sure to thoroughly research the company and its culture to ensure you use the style and language that resonates with the brand.

2. CREATE A CAPTIVATING OBJECTIVE

The objective, generally the first section of a resume, is your first opportunity to grab a hiring manager's interest, so use it wisely. Keep it straightforward, concise and catchy. For example ...

- *Driven, innovative and versatile facilities management professional with more than eight years' experience in project management, team building, site maintenance, budget management and leadership. Looking to make an impact as a Facilities Manager in an authentic and forward-thinking organization.*

The modern FM must also be a professional who feels comfortable communicating with employees at all levels—from the intern to the CEO—and be able to ensure all teams understand their role in maintaining and improving the workplace. A great FM must be comfortable presenting cost-saving solutions to the boardroom, and should be always on the lookout for ways to improve the workspace.

Of course, while you may possess all of the above attributes and know you'll be able to win over even the toughest hiring manager in an interview, you still need to get your foot in the door. And this, of course, goes back to your resume. In addition to updating to include your most recent experience, you'll also want to spruce up your resume to catch a hiring manager's attention.



3. QUANTIFY ACCOMPLISHMENTS

For a business leader, nothing speaks louder than numbers. Instead of saying you grew a department, increased energy savings or managed a large budget, show the sorts of results you're able to bring to the table. For example ...

- *"Grew Operations Department by 30 percent and developed in-house training program."*
- *"Oversaw implementation of sustainability program that yielded 20 percent in savings year over year."*
- *"Managed a \$5 million budget, and increased contractor spend by more than \$30,000 in six months."*

4. HIGHLIGHT LEADERSHIP ABILITIES

As a modern FM, you must be able to remain calm and collected under pressure, maintain a professional demeanor and, most importantly, successfully lead one of the most important departments within any building. Discuss your decision-making abilities, the size of teams you've led and successful projects accomplished under your management.

ACING YOUR INTERVIEW

Congratulations! You crafted an enchanting resume, and earned your first big interview. You, my friend, are a rock star. All that stands between you and the job you'll love is a series of meetings.

You have the skills and the experience, now you just have to show your future employer how well you can hold up under pressure. This is also your opportunity to exhibit your charming personality, your passion for your work and why you're the perfect culture fit.

It sounds daunting, but we're going to take a look at what you need to do to pass an **FM job interview** with flying colors. But first, let's consider one of the most fatal (and common) mistakes candidates make during an interview: **sounding arrogant.**



You have every right to be proud of your accomplishments. After all, it's your hard work and dedication that's brought you to this point. And you know every employer is seeking someone who is confident and self-assured—someone who they can trust to make the right choices. **But don't let your confidence come off as cockiness.** Here are a few tips for avoiding arrogant applicant syndrome:

CONSIDER YOUR BODY LANGUAGE.

When it comes to nonverbal cues, you need to find a middle ground between relaxed and professional. Don't lean back in your chair, place your hands behind your head or prop up your feet. Instead, sit up straight, maintain eye contact, keep your hands in your lap and nod to indicate you're listening.

BE FRIENDLY, BUT RESPECTFUL.

Don't make the mistake of trying to get too chummy with your interviewer. A few shared laughs over innocuous topics such as the traffic or weather is fine, but don't dig into their personal life or try to position yourself as an equal. Remember to speak up, but keep your voice at a reasonable, professional volume.

BE DIPLOMATIC.

Never trash talk a former employer or colleague. Keep negativity at bay. Be humble when acknowledging your successes, and take responsibility for your weaknesses. Don't focus so much on your career past that you miss the opportunity to share your plans for the future.



While no two interviewers ask the same questions, it's important to brush up on responses to some of the more popular inquiries. Such as ...

- Tell me about yourself
- What are your career objectives?
- What is your greatest weakness?
- What gets you out of bed in the morning?
- What do you love most about FM?
- Why did you leave your previous job?
- What skills do you feel are most important for this role?
- Why do you want this job?
- What technology do you feel benefits FMs most?

Prepare and memorize a list of questions you can ask your prospective employer, such as ...

- How do you see this role evolving?
- What are the top priorities you're looking for an FM to accomplish?
- Why did you decide to work for X company?
- What are the biggest areas of opportunity in the department?
- What workspace management software/technology do you currently use?



CONCLUSION

As a facilities management professional, you're poised on the brink of major change. The industry is constantly evolving, the position is changing and technology is quickly advancing. The right position will offer you the powerful tools, leadership support and opportunity to make your mark on the industry. You can offer a lot to a business, but first you have to [snag the job](#).

While it's important to find the right fit, with a company that shares your values and offers a culture that matches your expectations, keep in mind an employer is vetting you for the same reasons. To truly excel, you must be as good of a match for your new employer as they are for you.

By taking the time to understand current and future facilities management needs, preparing a resume that highlights your most relevant strengths, preparing for your interview and showing a prospective employer your best self, you can achieve your dream FM position.



PRESENT YOUR NEW EMPLOYER A SOLUTION THAT WILL REVOLUTIONIZE BUSINESS.

Schedule a demo to learn more about
IWMS and the workspace of the future.