

Specification of Competency Standards for the Retail Banking

Unit of Competency

Retail Banking Service Delivery > 1.5 Delivery of Services in Other Channels (e.g. e-banking, digital banking, ATM and call centre)

Title	Manage the performance of ATM services
Code	107329L4
Range	Maintain effective use of automatic banking machines to delivery service to the customers of retail banking
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Ensure smooth operation of automatic banking machines <p>Be able to:</p> <ul style="list-style-type: none"> • Understand the functionalities of the automatic banking machines in order to execute the tasks independently • Handle customers' enquiries, complaints and feedback about the use of automatic banking machines according to the bank's guidelines and service standards • Provide clear instructional guidelines to customers for their proper use of automatic banking machines 2. Monitor physical conditions of the banking machines <p>Be able to:</p> <ul style="list-style-type: none"> • Conduct regular check on automatic banking machines to ensure normal functioning • Report to vendor in a prompt manner when there is serious breakdown of the machines • Carry out simple repair of automatic banking machines according to operation manual 3. Demonstrate professionalism in managing services of automatic banking machines <p>Be able to:</p> <ul style="list-style-type: none"> • Respect customers' privacy and take all necessary actions to safeguard their personal and account information when designing services for automatic banking machines
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Customer enquiries, complaints and feedback concerning the use of automatic banking machines are handled in an efficient and professional manner • Maintenance of automatic banking machines by conducting regular checking and repair
Remark	