

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 performance of vendors to ensure quality service is provided to customers
Code	107330L4
Range	Manage service contracts of vendors including but not limited to the service providers of automatic banking machines, office supplies, office equipment, cleaning services, business partners, etc. and monitor their performance
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> Understand requirements in using different types of vendor services <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> Understand the bank's specific requirements in using different types of services provided by external vendors in order to determine the suitable contract terms with them Understand the service agreement reached with vendors in order to monitor their performance in accordance to the agreed standards Monitor the performance of vendors <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> Monitor the performance of external vendors to check whether they have fulfil the contract terms Monitor regular maintenance and repair services provided by the service vendors of different types of equipment including automatic banking machine, computers, other office equipment, etc. to ensure their performance can fulfil service standards Monitor the efficiency of the in-house system and the network channel to ensure the smooth running of daily operations Negotiate with vendors about the contract terms <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> Review and negotiate terms and conditions in the service agreement with vendors which are in the best interest of the bank Organise the feedback from customers and staff and reflect those important issues to vendors Maintain a cooperative relationship with vendors by employing appropriate communication skills Always strike a proper balance of the interests between external vendors and the bank
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> Contract terms agreed with service vendors of automatic banking machines, office equipment, computer systems, etc. and daily transaction records are reviewed on regular basis for ensuring effective use of them Monitoring services provided by vendors to determine whether service requirements are met
Remark	