

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 1. General Enterprise Banking Service Delivery
(Key Function – 1.1 Service Delivery Strategies and Management)

Title	Manage and monitor the daily service delivery of business centers
Code	109160L4
Range	Monitoring of frontline service delivery to enterprise clients. This applies to services delivered through the channel of business centers.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Demonstrate thorough understanding of the business centers' service delivery strategies by integrating the service goals into different service processes; • Demonstrate comprehensive knowledge in banking services offered to enterprise banking clients in order to ensure smooth service delivery; • Evaluate features and service offering procedures of business centers in order to identify and manage exceptional incidents. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Monitor business centers operations and perform daily supervision on client interacting services to ensure effective services is delivered to clients; • Provide guidelines and direct business centers personnel to address clients' needs; • Implement inspection mechanism on daily operations in business centers; • Evaluate service delivery flow to ensure efficiency; • Identify deviances from standard service and operating procedures, investigate the causes and resolve the cases promptly; • Identify irregular or suspicious transactions and take appropriate action according to the bank's guidelines (e.g. report to management). <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Track service quality of business centres as per defined service delivery plan and schedule and ensure the service delivery is fully complying with the compliance requirements; • Provide regular and timely report on data of service delivery activities to management or other business or operation units upon request for decisions on service enhancement.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Managing and monitoring of services delivery activities of business centers; identifying irregularities and carrying out suitable actions to ensure smooth operations.
Remark	