

(6) Club House, Positions

i. Club House Assistant

QF Level	Job Title	Club House Assistant
2	Job Descriptions	Delivery of customer service, handling enquiries and complaints, enforcing club house rules and regulations, handling daily income, inspect club house facilities, carry out club house recreational activities and club house services, supervising the execution of daily works by staff of outsourced contractors, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Crisis & Emergency Handling	Handle emergency situations following prescribed steps	110416L2	2
	Management of Outsourcing	Check and follow up on the service procedures and conditions of the service contractors	110447L2	2
OS	Property Management Services for Owners, Tenants & the Community			
	Management Services & Communication	Handle enquiries and complaints	110473L2	1
	Records & Reports	Write incident report, keep record of management matters, dispatch and	110480L2	1

		collect documents and maintain proper filing		
	Shopping Centre, Cultural, Recreational & Community Activities	Carry out preparatory work and provide services on shopping centre, cultural, recreational and community activities according to instructions	110495L2	1
	Customer Services & Community Relations	Communicate with customers, carry out duties in customer services and community relations	110511L2	1
FM	Facility Management relating to a Property			
	Club House, Cultural & Recreational facilities	Know about club house, cultural and recreational facility	110516L1	1
	Club House, Cultural & Recreational facilities	Inspect club house, cultural and recreational facility	110517L2	1
LW	Law in Practice relating to a Property			
	The Government & Legal System	Liaise with relevant government departments and public services organisations in dealing with general property management matters	110551L2	1
FN	Finance and Asset Management relating to a Property			
	Daily Income &	Handle petty cash income	110566L2	2

	Expenditure	and expenses according to instructions		
	Daily Income & Expenditure	Follow up on outstanding payments according to instructions	110570L2	1
HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment & Training	Know the duties of each post, manpower and training arrangement	110587L2	2
	Teamwork & Leadership	Work in accord with colleagues	110594L2	1
	Occupational Health & Safety	Create a safe work environment	110600L2	2
			Total Credit:	19