

ii. Senior Club House Assistant

QF Level	Job Title	Senior Club House Assistant
3	Job Descriptions	Leading subordinates in handling customer services of the club house, including providing customer service, handling enquiries and complaints, enforcing the club house rules and regulations, handling daily income, etc., organizing activities, monitoring club house facilities and activities, leading subordinates to follow up on club house payment in-arrears, verifying reports and records, supervising the use of space and club house, supervising subordinates to enforce the rules of venues, supervising the work procedures and quality of outsourced contractors, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Crisis & Emergency Handling	Supervise subordinates in handling hazardous and emergency cases	110417L3	3
OS	Property Management Services for Owners, Tenants & the Community			
	Management Services & Communication	Handle enquiries and complaints	110473L2	1
	Management Services & Communication	Supervise and arrange frontline management services for owners, tenants and customers	110474L3	2
	Records & Reports	Verify and follow up on the	110481L3	3

		records and reports		
	Shopping Centre, Cultural, Recreational & Community Activities	Lead subordinates to prepare, promote and carry out activities in shopping centres and other cultural, recreational and community activities	110496L3	2
	Customer Services & Community Relations	Lead subordinates to communicate with customers and carry out duties in customer services and community relations	110512L3	2
FM	Facility Management relating to a Property			
	Club House, Cultural & Recreational facilities	Monitor the usage and set-up of club house, cultural and recreational facilities	110518L3	2
	Club House, Cultural & Recreational facilities	Carry out liaison duties with customers, hold activities and enforce the rules of club house	110522L3	1
LW	Law in Practice relating to a Property			
	The Government & Legal System	Supervise subordinates to liaise with relevant organisations in dealing with property management issues	110552L3	3
FN	Finance and Asset Management relating to a Property			
	Daily Income & Expenditure	Handle petty cash income and expenses according to	110566L2	2

		instructions		
	Daily Income & Expenditure	Lead subordinates to handle petty cash income and expenses	110567L3	3
	Daily Income & Expenditure	Lead subordinates to follow up on outstanding payments and carry out the procedures on claims	110571L3	2
HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment and Training	Assign appropriate staff for different posts and shifts, induction and on-the-job training	110588L3	2
	Teamwork & Leadership	Supervise the teams to complete tasks	110595L3	2
	Occupational Health & Safety	Lead subordinates to carry out safety measures in work	110601L3	2
			Total Credit:	32