

### iii. Club House Officer

QF Level	Job Title	Club House Officer
4	Job Descriptions	Leading the Club house teams to provide quality club house services, managing and promoting club house cultural and recreational activities, managing the use of club house facilities, spaces and venues, including usage, wear and tear, improvement, renewal, managing club house customer relations, monitoring and managing control on cleanliness, performing safe environment and health management at workplace, processing club finance and related statements, executing and supervising procurement procedures, performing inventory Control, supervising the service quality of outsourced contractors, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	<b>Management of the Environment of a Property</b>			
	Crisis & Emergency Handling	Manage the crisis and emergency situations	110418L4	3
	Management of Outsourcing	Manage the service contractors and monitor the service quality	110449L4	3
OS	<b>Property Management Services for Owners, Tenants &amp; the Community</b>			
	Management Services & Communication	Coordinate with owners, tenants and customers on property management work	110475L4	3
	Shopping Centre,	Master the skills in	110497L4	3

	Cultural, Recreational & Community Activities	organizing and promoting shopping centre, cultural, recreational and community activities		
	Customer Services & Community Relations	Manage customer services, media and community relations	110513L4	3
<b>FM</b>	<b>Facility Management relating to a Property</b>			
	Club House, Cultural & Recreational facilities	Manage club house, cultural and recreational facilities	110519L4	3
	Club House, Cultural & Recreational facilities	Manage the customer relations and activities of club house	110523L4	3
<b>LW</b>	<b>Law in Practice relating to a Property</b>			
	The Government & Legal System	Master the jurisdictions in relation to property management cases in order to take legal actions on daily matters	110553L4	3
<b>FN</b>	<b>Finance and Asset Management relating to a Property</b>			
	Daily Income & Expenditure	Handle financial and leasing income and expenses, and the related statements	110568L4	3
	Asset Management & Financial Control	Handle account statements, balance sheets and carry out asset	110574L4	6

		management		
	Procurement & Tendering	Execute and monitor on the procurement and tendering matters	110579L4	3
	Inventory Control	Execute the inventory control procedures	110585L4	3
<b>HR</b>	<b>Human Resources Management relating to a Property</b>			
	Human Resources Planning, Recruitment and Training	Manage the manpower, training and performance appraisal within the property managed	110589L4	6
	Teamwork & Leadership	Lead the teams in the provision of quality services	110596L4	3
	Occupational Health & Safety	Manage risk assessment, occupational health and safety	110602L4	3
			<b>Total Credit:</b>	<b>51</b>