

(1) Property Services, Positions

i. Customer Service Assistant

QF Level	Job Title	Customer Service Assistant
2	Job Descriptions	Providing basic property services, customer service, basic documentation works, etc., receiving customers and handling daily inquiries, assisting in handling of petty cash, responding to emergencies according to instructions, inspecting facilities, enforcing rules of venues, 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
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 collect documents and maintain proper filing	110480L2	1
	Shopping Centre, Cultural,	Carry out preparatory work and provide services on	110495L2	1

	Recreational & Community Activities	shopping centre, cultural, recreational and community activities according to instructions		
	Pre-management, Takeover & Handover	Carry out steps on pre-management, property inspection, takeover and handover work according to instructions	110500L2	2
	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			
	Shopping Centre, Industrial, Commercial & Other Premises	Know about facilities of shopping centres and other types of premises including industrial and commercial buildings	110526L1	1
	Shopping Centre, Industrial, Commercial & Other Premises	Inspect facilities of shopping centres and other premises including industrial and commercial buildings	110527L2	2
	Management of Space & Venues	Carry out the rules on use of space and venues	110539L2	1
	Application of Information Technology & Management of Smart Facilities	Execute and apply the proper software, applications, and operate the smart facilities	110545L2	2
LW	Law in Practice relating to a Property			

	Legal Services & Practices	Know the basic legal knowledge on property management service industry	110551L2	1
FN	Finance and Asset Management relating to a Property			
	Daily Income & Expenditure	Handle petty cash income and expenses according to instructions	110566L2	2
	Daily Income & Expenditure	Follow up on outstanding payments according to instructions	110570L2	1
HR	Human Resources Management relating to a Property			
	Teamwork & Leadership	Work in accord with colleagues	110594L2	1
	Occupational Health & Safety	Create a safe work environment	110600L2	2
			Total Credit:	21