

ii. Property Service Assistant

QF Level	Job Title	Property Service Assistant
3	⌚ Job Descriptions	Assisting the supervisors in performing basic property management services and customer service, receiving customers, handling daily enquiries and complaints, handling documentations, verifying transaction records and cash accounts, collecting information for insurance claims, making manpower arrangements for management services, checking security measures for daily management work, assisting supervisors in coping with emergencies, assisting in organizing activities, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Safe Environment	Supervise subordinates to Carry out the safe environment measures of a property	110423L3	3
	Crisis & Emergency Handling	Supervise subordinates in handling hazardous and emergency cases	110417L3	3
BM	Repair, Maintenance & Improvement of a Property			
	Daily & Periodic Maintenance	Provide initial views on improvements and enhancements to the state of a building, building facilities and services	110461L3	3

	Purchasing & Outsourcing	Check and accept materials upon delivery and follow up on the process and quality control of repair, maintenance and construction works of contractors	110468L3	2
OS	Property Management Services for Owners, Tenants & the Community			
	Management Services & Communication	Supervise and arrange frontline management services for owners, tenants and customers	110474L3	2
	Records & Reports	Verify and follow up on the records and reports	110481L3	3
	Owners' Meeting	Arrange manpower and venue set-up for various types of meeting of owners, tenants and customers	110483L3	2
	Insurance Arrangement & Risk Management	Collect data for insurance claims	110486L3	2
	Quality Management	Assist in carry out the procedure of quality assurance and accreditation	110490L3	2
	Shopping Centre, Cultural, Recreational & Community Activities	Lead subordinates to prepare, promote and carry out activities in shopping centres and other cultural, recreational and community	110496L3	2

		activities		
	Pre-management, Takeover & Handover	Master the procedures and lead subordinates to carry out steps on pre-management, property inspection, handover and takeover work	110501L3	3
	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			
	Shopping Centre, Industrial, Commercial & Other Premises	Inspect on the installation, operation and the use of facilities of shopping centre and other premises including commercial and industrial buildings	110528L3	3
	Application of Information Technology & Management of Smart Facilities	Supervise the subordinates to execute and apply the proper software, applications, and operate the smart facilities	110546L3	3
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
	Legal Services & Practices	Master and apply industry related legal knowledge	110560L3	3

FN	Finance and Asset Management relating to a Property			
	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:	52