

### iii. Property Officer

QF Level	Job Title	Property Officer
4	Job Descriptions	Assisting in the management of property, technical and security practice management, supervising the quality of security and cleaning services, supervising and executing maintenance management works, implementing building improvement and refurbishment plans, executing and supervising procurement and tendering, handling building income and expenditure, accounts and balance sheets, enforcing building regulations and code of practice, arranging property takeover, unit inspection and settlement, performing contractor management and supervision of service quality, performing customer service and complaint management, executing human resources, training and evaluation management, management of documentation, executing the inventory control procedures, taking legal action to recover arrears and assisting in handling legal cases, handling insurance claims and arranging owners meetings, supervising subordinates to deal with emergencies, etc.

#### \*Core Unit

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Security Management &	*Undertake the management of security operation, risk	110412L4	6

	Service	management and planning for improvement		
	Crisis & Emergency Handling	* Manage the crisis and emergency situations	110418L4	3
	Safe Environment	*Train subordinates to carry out safe environment measures and promote awareness of keeping the building environment safe	110424L4	3
	Control on Cleanliness	*Monitor and improve the conditions of cleanliness and management of risk	110430L4	3
	Arboriculture & horticulture - Beautify, Cultivation & Caring	Monitor the caring, safety and management of arboriculture and horticulture works	110435L4	6
	Control on Private Road & Carpark	*Monitor and manage the works on private road and carpark control, and improve the conditions	110440L4	3
	Environmental Protection	*Monitor and manage environmental protections works and improve the conditions	110444L4	3
	Management of Outsourcing	*Manage the service contractors and monitor the service quality	110449L4	3
<b>BM</b>	<b>Repair, Maintenance &amp; Improvement of a Property</b>			

	Daily & Periodic Maintenance	Manage the operational repair and maintenance works of the building, building facilities and services	110457L4	6
	Improvement & Enhancement of System & Installation	*Pursue improvement and enhancement plans on building, building facilities and services, and energy efficiency	110462L4	6
	Purchasing & Outsourcing	*Manage purchasing and outsourcing, and the process and quality of repair, maintenance, and construction works	110469L4	3
<b>OS</b>	<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
	Records & Reports	*Write management report, monitor the documentation and records	110482L4	3
	Owners' Meeting	*Arrange meetings for owners, tenants and customers	110484L4	6
	Insurance Arrangement & Risk Management	*Handle matters relating to insurance claims	110487L4	3
	Quality Management	*Implement professional quality management and	110491L4	3

		accreditation		
	Shopping Centre, Cultural, Recreational & Community Activities	* Master the skills in organizing and promoting shopping centre, cultural, recreational and community activities	110497L4	3
	Pre-management, Takeover & Handover	Arrange pre-management work, manage the inspection, takeover and handover work of a building or a flat and follow up on reinstatement work	110502L4	6
	Leasing	Handle lease management matters and liaise with tenants	110507L4	3
	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
		Manage the customer relations and activities of club house	110523L4	3
	Shopping Centre, Industrial, Commercial & Other Premises	* Manage the facilities of shopping centre and other premises including commercial and industrial	110529L4	6

		buildings		
	Carpark & Loading Areas	Monitor the use of carpark and loading area	110536L4	3
	Management of Space & Venues	Manage the space and venues	110541L4	3
	Application of Information Technology & Management of Smart Facilities	*Manage the application and update on information technology and manage the smart facilities	110547L4	6
<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
	Contractual Arrangement	*Draft specifications for property management services contract, and execute the contract	110556L4	3
	Legal Services & Practices	*Well-understand and apply industry related ordinances in property management services	110561L4	6
	Licence	*Well-understand and follow-up on various types of licence, licence requirements, procedures, practices and code of conducts	110563L4	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
		*Take legal actions against outstanding payments	110572L4	3
	Asset Management & Financial Control	*Handle account statements, balance sheets and carry out asset management	110574L4	6
	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>147</b>