

ii. Senior Building / Carpark Attendant

QF Level	Job Title	Senior Building / Carpark Attendant
2	Job Descriptions	Performing security duties, building and car park management services, including access management, visitor registration, patrolling, crowd control, traffic control, handling customer enquiries or complaints, implementing private road management measures, maintaining open and safe public access, implementing fire and safety measures, and dealing with emergencies / unexpected incidents as directed, or following up on maintenance arrangements, inspecting and monitoring security systems or facilities, liaising with outsourced staff or liaising with government departments/public organisations to deal with property-related matters.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Security Management & Service	Carry out guarding, inspection and operational works	110410L2	1
	Safe Environment	Carry out the safe environment measures of a property	110422L2	2
	Control on Private Road & Carpark	Carry out works on private road and carpark control	110438L2	1
	Environmental	Carry out environment	110442L2	1

	Protection	protection works		
	Crisis & Emergency Handling	Handle emergency situations following prescribed steps	110416L2	2
BM	Repair, Maintenance & Improvement of a Property			
	Daily & Periodic Maintenance	Report damages and irregular conditions of a property and follow up on the works order	110452L1	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	110495L2	1
	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			
	Application of Information Technology & Management of Smart Facilities	Know applications on building management and smart facilities	110544L1	1
	Carpark & Loading Areas	Handle incidents in carpark and loading area according to	110534L2	1

		particular circumstances		
	Management of Space & Venues	Carry out the rules on use of space and venues	110539L2	1
LW	Law in Practice relating to a Property			
	The Government & Legal System	Liaise with relevant government departments and public services organisations in dealing with general property management matters	110551L2	1
	Legal Services & Practices	Know the basic legal knowledge on property management service industry	110559L2	1
HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment and Training	Know the duties of each post, manpower and training arrangement	110587L2	2
	Teamwork & Leadership	Work in accord with colleagues	110594L2	1
	Occupational Health & Safety	Create a safe work environment	110600L2	2
			Total Credit:	22