

iii. Building Supervisor

QF Level	Job Title	Building Supervisor
3	Job Descriptions	Leading and supervising staff to perform building security and management work, supervising frontline staff to handle customer service work, maintaining customer relationships, supervising outsourcing contractors such as the process of cleaning and maintenance works, leading employees to monitor on security systems/ facilities and assessing risks, supervising subordinates to deal with emergencies, implementing fire and safety measures, controlling private roads, and protecting the environment; organizing subordinates to inspect building facilities, arranging subordinates to take appropriate jobs, making manpower arrangements and job transfers, arranging induction/on-the-job training, and supervising employees to complete their duties. verification of records, reports and follow-up, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Security Management & Service	Lead security and guarding subordinates to carry out security, guarding, inspection and related risk assessment duties	110411L3	3
	Crisis & Emergency Handling	Supervise subordinates in handling hazardous and emergency cases	110417L3	3
	Safe Environment	Supervise subordinates to	110423L3	3

		Carry out the safe environment measures of a property		
	Control on Private Road & Carpark	Supervise subordinates to carry out works on private road and carpark control	110439L3	2
	Management of Outsourcing	Supervise the service contractors to carry out the contract and performance pledge	110448L3	2
OS	Property Management Services for Owners, Tenants & the Community			
	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			
	Application of Information Technology & Management of Smart Facilities	Execute and apply the proper software, applications, and operate the smart facilities	110545L2	2
	Carpark & Loading Areas	Lead subordinates in carrying out carpark and loading area control work	110535L3	2
	Management of Space & Venues	Verify the usage of space and venues, and supervise subordinates to carry out the rules on the use of space and venues	110540L3	2
LW	Law in Practice relating to a Property			

	Legal Services & Practices	Know the basic legal knowledge on property management service industry	110559L2	1
	The Government & Legal System	Supervise subordinates to liaise with relevant organisations in dealing with property management issues	110552L3	3
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:	31