

(7) Tenancy Management, Positions

i. Tenancy Administration Assistant

QF Level	Job Title	Tenancy Administration Assistant
3	Job Descriptions	Supervising the subordinates in handling of tenancy matters and leases, the implementation of the terms of the lease, the handling of the inspection of the property and the handover procedures, the leading of the subordinates to carry out the procedures of income and expenditure and the collection of arrears, maintaining communication with customers, handling customer enquiries, assisting in collating customer information, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
OS	Property Management Services for Owners, Tenants & the Community			
	Records & Reports	Write incident report, keep record of management matters, dispatch and collect documents and maintain proper filing	110480L2	1
	Pre-management, Takeover & Handover	Carry out steps on pre-management, property inspection, takeover and handover work according to instructions	110500L2	2
	Leasing	Carry out lease management matters and enforce lease terms	110505L2	2

	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
	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
	Leasing	Lead subordinates in handling lease management matters and enforcement of lease terms	110506L3	3
	Customer Services & Community Relations	Lead subordinates to communicate with customers and carry out duties in customer services and community relations	110512L3	2
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
FN	Finance and Asset Management relating to a Property			
	Daily Income & Expenditure	Follow up on outstanding payments according to instructions	110570L2	1
	Daily Income &	Lead subordinates to handle	110567L3	3

	Expenditure	petty cash income and expenses		
	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			
	Teamwork & Leadership	Work in accord with colleagues	110594L2	1
	Teamwork & Leadership	Supervise the teams to complete tasks	110595L3	2
			Total Credit:	30