

iii. Tenancy Administration Manager

QF Level	Job Title	Tenancy Administration Manager
5	Job Descriptions	Planning on the control and procedures on handling outstanding payments, planning human resource management and assessment plans, planning to improve team service levels, performing market information analysis, planning customer services and promotion, planning as a whole on customer relationship management, planning rental value and tenant risk management, and making recommendations for property improvements and refurbishments, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Crisis & Emergency Handling	Formulate and evaluate the crisis management and emergency handling measures	110419L5	6
OS	Property Management Services for Owners, Tenants & the Community			
	Records & Reports	Write management report, monitor the documentation and records	110482L4	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

	Pre-management, Takeover & Handover	Plan as a whole on the tendering, pre-management, takeover and handover related matters	110503L5	6
	Leasing	Consolidate trade mix and manage leasing matters	110508L5	6
	Customer Services & Community Relations	Manage customer services, media and community relations	110513L4	3
LW	Law in Practice relating to a Property			
	The Government & Legal System	Be proficient in the judiciary in Hong Kong and have sufficient understanding in legal proceedings and arrangements of litigation or mediation in dealing with various cases	110554L5	6
	Contractual Arrangement	Write service contract and determine the contract terms, and manage the execution of contract	110557L5	6
	Licence	Well-understand and follow-up on various types of licence, licence requirements, procedures, practices and code of conducts	110563L4	3
	Licence	Well-familiar with various types of licence, licence requirements, procedures, practices and code of conducts, and regulate the	110564L5	6

		enforcement		
FN	Finance and Asset Management relating to a Property			
	Daily Income & Expenditure	Monitor financial and leasing income and expenses	110575L5	6
	Daily Income & Expenditure	Plan on the control and procedures on handling outstanding payments	110573L5	3
	Asset Management & Financial Control	Formulate annual budget, arrange account audit and plan on asset management	110590L5	6
HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment and Training	Plan the overall human resources management, training and performance appraisal scheme	110590L5	6
	Teamwork & Leadership	Formulate the plan on continuous improvement on the teams' services standard	110597L5	3
			Total Credit:	75