

Specification of Competency Standards
for the Property Management Industry
Unit of Competency

Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Supervise and arrange frontline management services for owners, tenants and customers
Code	110474L3
Range	Owner or customer services and liaison works, applicable to supervision of frontline owner management and customer services and arrangement of works for each position
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Familiar with service scope, codes of practice and service standard</p> <ul style="list-style-type: none"> • Be familiar with the scope of management services, code of practices, types of outsourced services and scope of works • Be familiar with the standards, procedures and applications of quality management <p>2. Supervise management services for owners and customers</p> <ul style="list-style-type: none"> • Be able to supervise the subordinates to inspect the renovation works and assist in communicating with the owners/customers to prevent the owners/customers from carrying out unauthorized works • Be able to convey clear instructions to staff and lead staff to follow up and deal with resident complaints, enquiries and suggestions • Be able to supervise the effective execution of management duties by subordinates in accordance with the deed of mutual covenant, Building Management Ordinance, house rules and other legislation • Be able to lead subordinates to perform their duties in accordance with service quality standards, monitor the service quality, and lead subordinates to make improvements <p>3. Arrange job duties for each position</p> <ul style="list-style-type: none"> • Be able to arrange for appropriate positions of customer service according to the service skills and expertise of the staff, and make flexible rotations according to practical needs • Be able to make clear job duties and work guidelines for different customer service positions • Be able to grasp the needs and expectations of the owner/ customer, and arrange appropriate staff to deal with the enquiries, complaints or suggestions of the owner / customer
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the scope of management services, codes of practice, types of outsourced services and scope of work, and be familiar with the standards, procedures and applications of quality management; • Be able to supervise the daily management services to prevent the owner/customer from carrying out unauthorized works, be able to lead subordinates to follow up and deal with resident complaints, enquiries and suggestions effectively; and • Be able to lead subordinates to perform their duties according to service quality standards, and be able to arrange manpower and assign jobs according to the skills and expertise of subordinates.
Remark	