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

Functional Area - Finance and Asset Management relating to a Property

Title	Lead subordinates to follow up on outstanding payments and carry out the procedures on claims
Code	110571L3
Range	Works of property finance, applicable to supervising frontline staff to carry out the collection of fee in-arrears and the collection procedures
Level	3
Credit	2
Competency	Performance Requirements 1. Familiar with the collection methods for fee in-arrears • Be familiar with the common types of fee in-arrears in the property, the collection methods and collection procedures prescribed by the company 2. Lead subordinates to collect fee in-arrears • Be able to lead the staff to carry out the collection of fee in-arrears according to the company's guidelines, including verbal reminder by telephone or meeting with owners/customers, SMS, and notification of arrears via the communication application or email • Be able to verify the amount and date of arrears of the owners/customers and provide accurate information to the owners/customers • Be able to supervise the subordinates to collect the fee in-arrears in accordance with the company's procedures, including the distribution of reminders of arrears and final notices to the owners/customers • Be able to provide the latest data to the superiors, such as information of settlement of arrears or moving-out of the tenants, so that the superiors can make corresponding actions with the latest situation
Assessment Criteria	The integral outcome requirements of this UoC are: • Be familiar with the common types of fee in-arrears in the property, the collection methods and collection procedures prescribed by the company; and • Be able to lead and supervise subordinates to collect fee in-arrears in accordance with the company's guidelines, and be able to provide the latest information to the superiors for making the corresponding actions with the latest situation.
Remark	