

Property Management – Specification of Competency Standards

Unit of Competency

Functional Area : Property Management Services for Owners, Tenants and the Community (Management Service and Communication)

1. Name	Supervise and arrange frontline management services for owners and tenants	
2. Code	PMZZOS301A	
3. Range	Works on supervising frontline operational management services and organization of guard / post duties and rosters	
4. Level	3	
5. Credit	3	
6. Competency	<u>Performance Requirement</u>	
	6.1 Scope of management services, code of practices and service standards	<ul style="list-style-type: none">● Understand scope of management services, codes of practices, types of out-sourced services and its scope of work● Understand quality management services standards, procedures and applications
	6.2 Supervising, posting and rostering	<ul style="list-style-type: none">● Supervise renovation works and assist in preventing unauthorized building works● Give clear instructions to subordinates. Lead them in following up owners / tenants complaints, enquiries and suggestions● Can monitor subordinates to carry out duties according to the deed of mutual covenants, Building Management Ordinance, residents' handbook and other relevant legislations● Lead subordinates to carry out duties according to quality service standards
7. Assessment Guidelines	The integral outcome requirements are: (i) Can understand the management service scope and standard and the types and scope of out-sourced management service in order to monitor daily management service, these may include non-routine matters and breaches of rules (ii) Can effectively mobilize manpower and assign duties of each post, and lead subordinates to carry out duties according to service standards and code of conducts	
8. Remarks		