

Mapping of UoCs for Identified Property Services' Positions

The details of the mapped UoCs for each job position according to the VQP of Property Services functional areas are listed below:

(1) Mapping of UoCs for Customer Service Assistant

| QF Level | Job Title | Customer Service Assistant | | |
|----------|------------------|---|-------------|---------|
| 2 | Job Descriptions | Carry out property management services, customer services and clerical duties, handle daily inquiries for customers, petty cash, emergency situations, etc. | | |
| | | Name of the Specification of Competency Standards, UoCs | Code | Credits |
| | | Handle emergency situations following prescribed steps | PMZZEM202A | 1.5 |
| | | Handle enquiries and complaints according to the particular circumstances | PMZZOS201A | 1.5 |
| | | Keep record of management matters, dispatch and collect documents and maintain proper filing | PMZZOS202A | 1.5 |
| | | Liaise with relevant government departments and public services organizations in dealing with general property management matters | PMZZLW201A* | 1.5 |
| | | Handle petty cash income according to instructions | PMZZFN201A | 1.5 |
| | | Carry out daily property management duties in a safe manner | PMZZHR102A* | 1 |
| | | Work in accord with colleagues | PMZZHR202A | 1.5 |
| | | Carry out customer services duties in accordance with the need of customers | PMZZHR204A | 1.5 |
| | | Total | | |

Remarks: * The name of the specified UoCs is required to be adjusted or rephrased to describe the relevant competency standards.