

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	<p>The integral outcome requirements are:</p> <p>(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</p> <p>(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</p>	
8. Remarks		