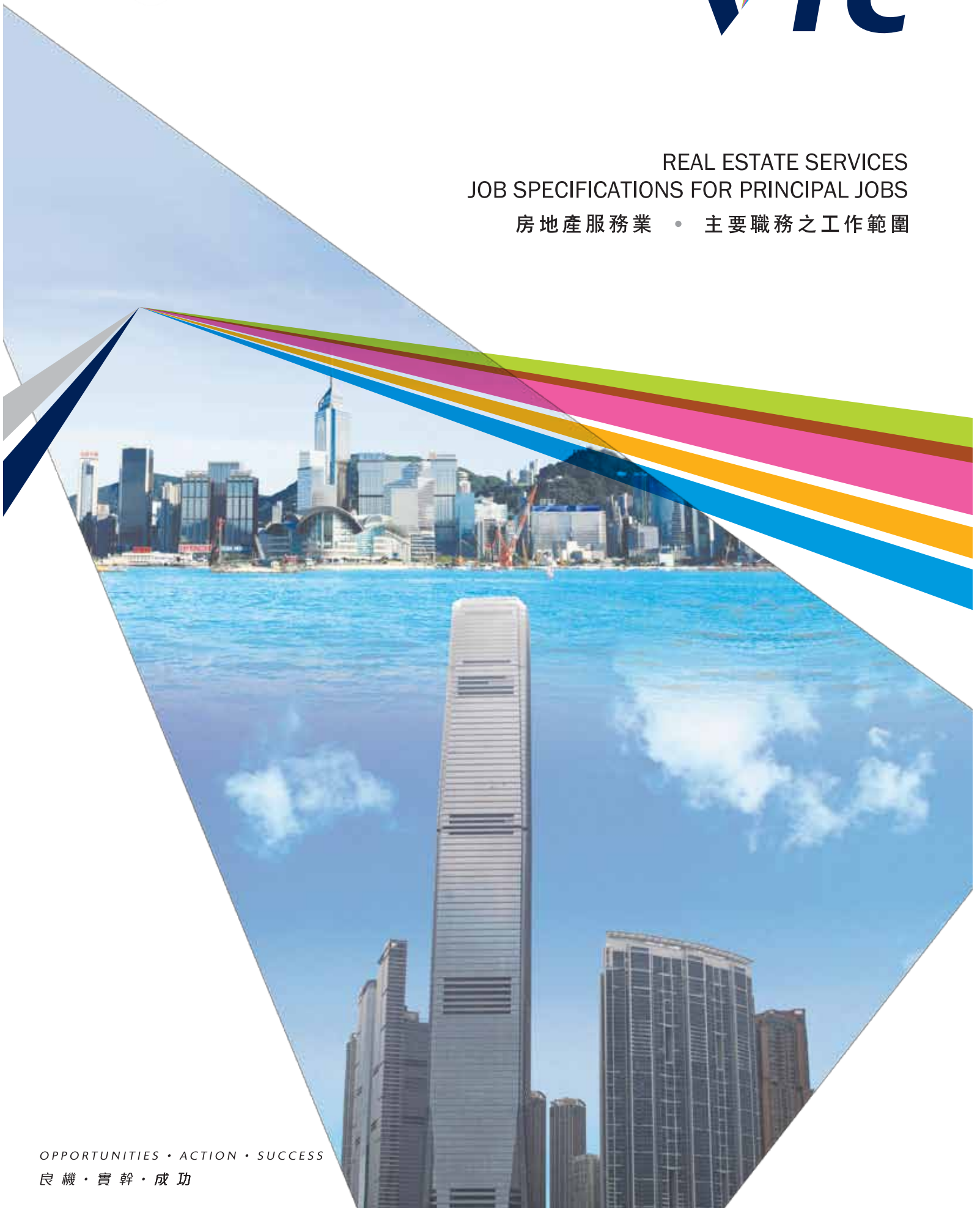


REAL ESTATE SERVICES  
JOB SPECIFICATIONS FOR PRINCIPAL JOBS  
房地產服務業 • 主要職務之工作範圍

REAL ESTATE SERVICES JOB SPECIFICATIONS FOR PRINCIPAL JOBS

房地產服務業主要職務之工作範圍



**JOB SPECIFICATIONS FOR  
PRINCIPAL JOBS  
REAL ESTATE SERVICES INDUSTRY**

房地產服務業  
主要職務工作範圍

**REAL ESTATE SERVICES TRAINING BOARD  
VOCATIONAL TRAINING COUNCIL**

職業訓練局  
房地產服務業訓練委員會

## FOREWORD

The Real Estate Services Training Board (Training Board) of the Vocational Training Council, appointed by the Hong Kong SAR Government in 1998, is responsible for matters pertaining to manpower training in the real estate services industry. One of its tasks is to prescribe specifications for all principal jobs in the real estate services industry.

To accomplish the task, the Training Board set up in 2001 a Working Party on Career Development in Real Estate Services to compile the manual of job specifications. With input from related professional bodies and trade associations, the Training Board has compiled the manual of job specifications for the following four sectors:

- (i) Real Estate Development;
- (ii) Property Management and Maintenance;
- (iii) Real Estate Surveying, Valuation and Consultancy; and
- (iv) Estate Agency

This manual will be of enormous value to employers, government, employees and course providers in providing the following guidelines:

- (i) to establish uniform benchmarks of skills for jobs in different real estate services sectors;
- (ii) to provide reference material for institutions and training organizations in the planning of relevant courses;
- (iii) to assist employers in drawing up systematic and practical on-the-job training programmes for their trainees;
- (iv) to help employers in the assessment of the competency of their employees; and
- (v) to provide information to students, career teachers and the public.

Finally, I wish to thank all those who have contributed to the compilation of this manual. In particular, I would like to pay tribute to the Working Party for the time and effort in accomplishing this task.



(Ir Alkin Kwong JP)  
Chairman  
Real Estate Services Training Board

**Real Estate Services Training Board**  
**Membership List**  
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( 鄭正煒先生, JP )      獨立人士

**Vice-Chairman**  
**副主席**

Dr Joseph LAU Kwong-yiu      Property Agencies Association  
( 劉光耀博士 )      地產代理聯會

**Members**  
**委員**

Mr Henry CHAN Sai-lun      Ad personam  
( 陳世麟先生 )      獨立人士

Professor Eddie HUI Chi-man      The Hong Kong Polytechnic University  
( 許智文教授 )      香港理工大學

Dr KWONG Tsz-man      The University of Hong Kong  
( 鄭子文博士 )      香港大學

Ms Serena LAU Sze-wan      The Hong Kong Institute of Surveyors  
( 劉詩韻女士 )      香港測量師學會

Mr Eric LEE Chun-ming      Hong Kong Chamber of Professional Property  
( 李峻銘先生 )      Consultants Limited  
香港專業地產顧問商會

Mr LEUNG Kam-leung      The Real Estate Developers Association of Hong Kong  
( 梁錦亮先生 )      香港地產建設商會

Mr Simon SHAM Sik-shing      The Hong Kong Association of Property Management  
( 沈錫勝先生 )      Companies  
香港物業管理公司協會

Mr SHARE Tai-ki      The Hong Kong Institute of Housing  
( 佘泰基先生 )      香港房屋經理學會

Mr David TSE Kin-wah      Hong Kong Institute of Real Estate Administrators  
( 謝建華先生 )      香港地產行政師學會

Mr Augustine WONG Ho-ming, JP (黃浩明先生, JP)	Ad personam 獨立人士
Dr WOO Wai-man, BBS (胡偉民博士)	The Hong Kong Real Estate Association Limited 香港房地產協會
Mr Kelvin YAU Man-fat (邱萬發先生)	Society of Hong Kong Real Estate Agents Limited 香港地產代理專業協會
Dr Daisy YEUNG Kam-lan (楊金蘭博士)	City University of Hong Kong 香港城市大學
Mr Alex YU Ka-ki (余家旗先生)	Hong Kong Real Estate Agencies General Association 香港地產代理商總會
Ms Florence IP Chai-mi (葉濟美女士)	Representing the Commissioner for Labour 勞工處處長代表
Ms Ingrid NG Sau-lai (伍秀麗女士)	Representing the Chief Executive Officer of the Estate Agents Authority 地產代理監管局行政總裁代表
Ms Ronnie WU Long-yee (鄔朗怡女士)	Representing the Director of Housing 房屋署署長代表
Mr LEUNG Yam-shing (梁任城先生)	Representing the Executive Director of the Vocational Training Council 職業訓練局執行幹事代表

**Advisor**  
顧問

Mr Lawrance WONG Dun-king (汪敦敬先生)	Ad personam 獨立人士
--------------------------------------	---------------------

**In-Attendance**  
列席者

Mr WU Wai-ming (胡惠明先生)	Hong Kong Institute of Vocational Education (Morrison Hill) 香港專業教育學院(摩理臣山分校)
---------------------------	--

**Secretary**  
秘書

Mr Simon TANG Wai-hung (鄧偉雄先生)	
-----------------------------------	--

**Working Party on  
Career Development in Real Estate Services  
Membership List**  
房地產服務業職業發展工作小組  
委員名單

**Convenor**

召集人

Dr Joseph LAU Kwong-yiu  
(劉光耀博士)

Property Agencies Association  
地產代理聯會

**Members**

委員

Mr Toby CHAN Chin-yee  
(陳展誼先生)

Hong Kong Institute of Vocational Education  
(Morrison Hill)  
香港專業教育學院(摩理臣山分校)

Ms Florence IP Chai-mi  
(葉濟美女士)

Representing the Commissioner for Labour  
勞工處處長代表

Ms Serena LAU Sze-wan  
(劉詩韻女士)

The Hong Kong Institute of Surveyors  
香港測量師學會

Mr Eric LEE Chun-ming  
(李峻銘先生)

Hong Kong Chamber of Professional Property  
Consultants Limited  
香港專業地產顧問商會

Ms Ingrid NG Sau-lai  
(伍秀麗女士)

Representing the Chief Executive Officer of the Estate  
Agents Authority  
地產代理監管局行政總裁代表

Mr Simon SHAM Sik-shing  
(沈錫勝先生)

The Hong Kong Association of Property Management  
Companies  
香港物業管理公司協會

Mr SHARE Tai-ki  
(佘泰基先生)

The Hong Kong Institute of Housing  
香港房屋經理學會

Dr WOO Wai-man, BBS  
(胡偉民博士)

The Hong Kong Real Estate Association Limited  
香港房地產協會

**Secretary**

秘書

Mr Simon TANG Wai-hung  
(鄧偉雄先生)

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	<b><u>Title</u></b>	<b><u>Equivalent Title</u></b>
1.	Director	Associate Director General Manager
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2.	Development Manager	Nil
		4
3.	Sales Manager	Marketing Manager
		5
4.	Property Manager	Area Property Manager
		6 - 7
5.	Project Manager	Nil
		8 - 9
6.	IT Manager	Computer Services Manager EDP Manager
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	<i>Supervisory Level</i>	
	<b><u>Title</u></b>	<b><u>Equivalent Title</u></b>
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3.	Estate Manager	Area Manager Building Manager Property Manager	20 - 21
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7.	Banquet Manager	Food and Beverage Manager Club Manager Clubhouse Manager	27 - 28
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9.	Assistant Estate Manager	Assistant Area Manager Assistant Building Manager Assistant Property Manager	30 - 31
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12. Assistant Maintenance Manager	Assistant Technical Manager Assistant Building Services Manager Assistant Maintenance Surveyor	35
13. Assistant Project Manager	Nil	36
14. Assistant Marketing Manager	Nil	37

***Supervisory Level***

<b><u>Title</u></b>	<b><u>Equivalent Title</u></b>	
1. Estate Officer	Property Officer Administrative Officer	38
2. Maintenance Officer	Technical Officer Clerk of Works	39
3. Building Supervisor	Building Superintendent Security Officer/Supervisor	40
4. Club/Recreation Officer	Clubhouse Officer Public Relations Officer Customer Services Officer	41 - 42
5. Safety Officer	Safety Supervisor Registered Safety Officer	43
6. Chef	Head Chef	44

***Technical Support and Operative Level***

<b><u>Title</u></b>	<b><u>Equivalent Title</u></b>	
1. Technician	Artisan Semi-skilled Artisan Workman	45
2. Building Attendant	Customer Services Assistant Security Guard	46
3. Assistant Property Officer	Assistant Estate Officer Assistant Administrative Officer	47
4. Club/Recreation Assistant	Clubhouse Assistant Public Relations Assistant Customer Services Assistant	48
5. Cook	Nil	49

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*Managerial/ Professional Level*

	<b><u>Title</u></b>	<b><u>Equivalent Title</u></b>	
1.	Executive Director	Director Partner	52
2.	Project Manager	Associate Director	53 - 54
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*Supervisory Level*

	<b><u>Title</u></b>	<b><u>Equivalent Title</u></b>	
1.	Supervisor	Assistant Manager	57
2.	Valuation Officer	Nil	58
3.	Survey Officer	Nil	59

*Technical Support and Operative Level*

	<b><u>Title</u></b>	<b><u>Equivalent Title</u></b>	
1.	Valuation Assistant	Survey Officer (Trainee)	60
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*Managerial/ Professional Level*

	<u><b>Title</b></u>	<u><b>Equivalent Title</b></u>		
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3.	Regional Manager	Regional Marketing Manager		65
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*Supervisory Level*

	<u><b>Title</b></u>	<u><b>Equivalent Title</b></u>		
1.	Supervisor	Assistant Manager		68

*Technical Support and Operative Level*

	<u><b>Title</b></u>	<u><b>Equivalent Title</b></u>		
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## SECTION I

### REAL ESTATE DEVELOPMENT SECTOR

#### A. General Information

The Working Party on Career Development in Real Estate Services has identified 10 major jobs at 3 levels for the compilation of job specifications for this sector. The specifications set out the equivalent titles, major functions and responsibilities, general qualifications, experience and skill requirements, career advancement and equivalent titles in the public sector.

#### Career Opportunities

The real estate development sector is a profession that embraces people from different disciplines such as real estate and land administration, project planning, management and marketing.

The sector involves a variety of functions including property investment, development, marketing and management. People with working experience and attaining the relevant qualifications, such as member of the Hong Kong Institute of Architects/Engineers/Planners/Surveyors/Real Estate Administrators with comprehensive development experience, may take up senior positions.

Details of the contact address, telephone number and website of the professional bodies can be obtained from the home page of the Real Estate Services Training Board (<http://retb.vtc.edu.hk>).

## **B. Job Specifications**

*Job Level* : **Managerial/Professional**

*Job Title* : Director

*Equivalent Title* : Associate Director  
General Manager

*Major Function* : Plans and directs the overall operations. Formulates and implements business strategies and policies.

*Responsibilities* : 1. Plans and formulates strategies and policies including investment, business development and other aspects.

2. Determines or makes recommendations to the Board on important investment decisions, with capability to evaluate feasibility studies.

3. Leads senior management staff members to implement the company strategies and policies effectively.

4. Reviews the operations and results of the enterprise, plans and controls the allocation of resources.

*General Qualification, Experience and Skills Requirements* : 1. Qualification and Experience:

(a) Degree holder in related disciplines or corporate member of HKIA/HKIE/HKIS/HKIH/HIREA or equivalent.

(b) 10 years' relevant experience including 5 years' post-qualification experience in a managerial position.

(c) Those without the qualifications in (a) should possess a post-secondary qualification equivalent to the related field. A minimum of 12 years' experience with 5 years at managerial level is required.

(d) All round experience in project development and management, leasing and sale.

2. Skills:

- (a) Capacity of leading a team of professional staff.
- (b) Sound knowledge in all aspects relating to property investment and development including legislation, project management, financial management and market development skills.
- (c) Excellent managerial, social and supervisory management skills, and communication skills.

*Career Advancement* : Executive Director/Managing Director

*Equivalent Title in the Public Sector* : Business Director (Development)  
Project Director

<i>Job Level</i>	: <b>Managerial/Professional</b>
<i>Job Title</i>	: Development Manager
<i>Major Function</i>	: Explores and introduces development opportunities.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Carries out research and feasibility studies on real estate development potentials, and makes recommendations to senior management on land and property acquisitions.</li> <li>2. Data and information collection and analysis.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience:           <ol style="list-style-type: none"> <li>(a) Degree/Associate Degree/Higher Diploma or Diploma holder in Real Estate Surveying.</li> <li>(b) 10 years' relevant experience.</li> <li>(c) Experience in handling legal documentations.</li> </ol> </li> <li>2. Skills:           <ol style="list-style-type: none"> <li>(a) Strong analytical power and proficiency in valuation.</li> <li>(b) Strong sense of identifying development potentials.</li> </ol> </li> </ol>
<i>Career Advancement</i>	: Director/Associate Director/General Manager

<i>Job Level</i>	: <b>Managerial/Professional</b>
<i>Job Title</i>	: Sales Manager
<i>Equivalent Title</i>	: Marketing Manager
<i>Major Function</i>	: Plans and manages the sales and marketing activities of the properties.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Formulates and implements marketing strategies.</li> <li>2. Takes charge of implementing sales/promotional programmes.</li> <li>3. Appoints estate agents and liaises with them.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Degree holder in Marketing or Business Administration or Real Estate Studies or Mass Communication or equivalent.</li> <li>(b) At least 5 years' relevant experience.</li> <li>(c) Those without the qualifications in (a) should possess a post-secondary qualification equivalent to the related field. A minimum of 7 years' experience with 3 years at the supervisory level is required.</li> <li>(d) Experience in working with the building contractors, utilities companies and government departments.</li> </ol> </li> <li>2. Skills: <ol style="list-style-type: none"> <li>(a) Strong leadership with ability to manage a team of leasing/marketing staff.</li> <li>(b) Well conversant with the relevant legislation.</li> <li>(c) Good negotiation and communication skills.</li> </ol> </li> </ol>
<i>Career Advancement</i>	: Director/Associate Director/General Manager



<i>Job Level</i>	: <b>Managerial/Professional</b>
<i>Job Title</i>	: Property Manager
<i>Equivalent Title</i>	: Area Property Manager
<i>Major Function</i>	: Administers the acquisition, management and disposal of properties.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Negotiates and recommends purchase, rental or sale of property.</li> <li>2. Oversees the leasing and sales of properties.</li> <li>3. Initiates and directs studies for the analysis of rents, real property values and maintenance costs.</li> <li>4. Supervises the maintenance records of property revenues and expenditures, administers budget and prepares associated reports.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Degree holder in related disciplines or corporate member of HKIA/HKIE/HKIS/HKIH or equivalent.</li> <li>(b) 5 years' relevant experience.</li> <li>(c) Those without the qualifications in (a) should possess a post-secondary qualification equivalent to the related field. A minimum of 7 years' experience with 3 years at the supervisory level is required.</li> <li>(d) Experience in working with relevant government departments.</li> </ol> </li> </ol>

2. Skills:

- (a) Strong leadership with ability to manage a team of operational staff.
- (b) Well conversant with the relevant ordinances and regulations.
- (c) Knowledge in accounting and financial control.
- (d) Good analytical power and negotiation skills.
- (e) Good supervision skills.

*Career Advancement* : Director/Associate Director/General Manager

<i>Job Level</i>	: <b>Managerial/Professional</b>
<i>Job Title</i>	: Project Manager
<i>Major Function</i>	: Plans, organizes and manages building and construction projects.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Co-ordinates with architects, engineers, surveyors, and other professionals and contractors to carry out the project until completion and to improve standards.</li> <li>2. Undertakes financial negotiations and claims and cost control.</li> <li>3. Monitors the progress and performance of the work of the contractors; approves site instructions and variation orders.</li> <li>4. Evaluates and conducts feasibility studies for development projects.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Degree holder in related disciplines or corporate member of HKIA/HKIE/HKIS/HIREA or equivalent.</li> <li>(b) 5 years' practical experience in property development/project management from inception to completion.</li> <li>(c) Experience in maintenance management, refurbishment and construction of different types of properties.</li> <li>(d) Experience in working with the building and maintenance contractors, utilities companies and government departments.</li> </ol> </li> </ol>

2. Skills:

- (a) Ability to manage a team of project staff such as Engineers and Technical Officers.
- (b) Well conversant with the building regulations and related ordinances/regulations.
- (c) Good negotiation and communication skills.
- (d) Mastery of work schedule.

*Career Advancement* : Director/Associate Director/General Manager

<i>Job Level</i>	: <b>Managerial/Professional</b>
<i>Job Title</i>	: IT Manager
<i>Equivalent Title</i>	: Computer Services Manager EDP Manager
<i>Major Function</i>	: Maintains and supports IT related functions in the company and its investments.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Ensures the most cost-effective IT solutions to meet with the company's needs.</li> <li>2. Provides input to the building automation design of developments.</li> <li>3. Administers contracts for building automation system and other on-site computer system as well as interfacing the system with head office.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Degree holder in IT Programming or corporate member of IT professional associations or equivalent.</li> <li>(b) 3 years' relevant experience including 2 years' post-qualification experience at the supervisory position.</li> <li>(c) Experience in dealing with suppliers and maintenance contractors of computer system and building automation system.</li> </ol> </li> <li>2. Skills: <ol style="list-style-type: none"> <li>(a) In-depth knowledge of computer programming, analysis and application.</li> <li>(b) Good supervisory skills.</li> </ol> </li> </ol>

<i>Job Level</i>	: <b>Supervisory</b>
<i>Job Title</i>	: Project Officer
<i>Equivalent Title</i>	: Assistant Project Manager
<i>Major Function</i>	: Assists the Project Manager in the planning and managing of the building and construction projects.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Co-ordinates with building contractors.</li> <li>2. Assists in contract administration work.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Associate Degree/High Diploma or Diploma in Building Studies or related disciplines.</li> <li>(b) 3 to 6 years' relevant experience.</li> </ol> </li> <li>2. Skills: <ol style="list-style-type: none"> <li>(a) Knowledge in computer application.</li> <li>(b) Good communication skills.</li> </ol> </li> </ol>
<i>Career Advancement</i>	: Project Manager

<i>Job Level</i>	: <b>Supervisory</b>
<i>Job Title</i>	: Property Officer
<i>Equivalent Title</i>	: Marketing Officer Sales Officer Leasing Officer
<i>Major Function</i>	: Assists in monitoring, administrating and implementing promotional activities for the sale/lease and management services of properties.
<i>Responsibilities</i>	: 1. Co-ordinates with the advertising agents, media, contractors and vendors in the marketing and leasing activities of properties. Monitors the work of the services and maintenance contractors.  2. Co-ordinates with the estate agents or salespersons on matters relating to sale or lease of properties.  3. Prepares documents on sales of properties.  4. Arranges inspection of premises.  5. Co-ordinates with the management office and architect for necessary alteration/improvement of the premises as requested by the prospective owners.
<i>General Qualification, Experience and Skills Requirements</i>	: 1. Qualification and Experience:  (a) Associate Degree/High Diploma/Diploma in Real Estate, Building Studies, Marketing, Business Administration or in related disciplines.  (b) Some relevant experience.  2. Skills:  (a) Knowledge in tenancy agreement, contracts, building works and building services.  (b) Knowledge in IT application.  (c) Good communication and presentation skills.
<i>Career Advancement</i>	: Marketing Manager/Sales Manager Property Manager

<i>Job Level</i>	: <b>Supervisory</b>
<i>Job Title</i>	: Development Officer
<i>Equivalent Title</i>	: Property Analyst
<i>Major Function</i>	: Assists the Development Manager in the evaluation and investigation of property development potential.
<i>Responsibilities</i>	: <ul style="list-style-type: none"> <li>1. Carries out property and marketing research.</li> <li>2. Evaluates land and property.</li> <li>3. Organizes information and data centres.</li> </ul>
<i>General Qualification, Experience and Skills Requirements</i>	: <ul style="list-style-type: none"> <li>1. Qualification and Experience: <ul style="list-style-type: none"> <li>(a) Associate Degree/High Diploma/Diploma in Business and/or Real Estate or equivalent.</li> <li>(b) Knowledge of the real estate market.</li> </ul> </li> <li>2. Skills: <ul style="list-style-type: none"> <li>(a) Good analytical skills.</li> <li>(b) Good organization skills.</li> </ul> </li> </ul>
<i>Career Advancement</i>	: Development Manager



<i>Job Level</i>	: <b>Technical Support and Operative</b>
<i>Job Title</i>	: Sales Assistant
<i>Major Function</i>	: Assists in obtaining marketing information and assessing marketing potential.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Collects information about properties to be sold or leased and on needs of prospective buyers or tenants.</li> <li>2. Prepares statistical reports for analysis of market demand.</li> <li>3. Assists in the preparation of marketing proposals.</li> <li>4. Prepares documents for estate agency agreements, sale and purchase agreements or lease agreements.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Diploma/Higher Certificate in Marketing, Real Estate or related discipline.</li> </ol> </li> <li>2. Skills: <ol style="list-style-type: none"> <li>(a) Some knowledge of the Estate Agents Ordinance and other related legislation.</li> <li>(b) Communication and presentation skills.</li> <li>(c) Skills in IT applications.</li> </ol> </li> </ol>
<i>Career Advancement</i>	: Marketing Officer/Sales Officer/Leasing Officer Property Officer/Property Assistant

## SECTION II

### PROPERTY MANAGEMENT AND MAINTENANCE SECTOR

#### A. General Information

The property management and maintenance sector has been growing rapidly in the real estate services industry in recent years in terms of quality services and manpower. The 2011 Manpower Survey Report of the Real Estate Services Industry indicated that the sector had a workforce of 73,481 employees, representing 63.6% of the total manpower in the real estate services industry. The report also revealed that the sector had a growth of 4.8% in the manpower between 2009 and 2011 and would rise steadily in view of the growing demand for better quality services.

#### The Job Specification

In this manual, the Working Party on Career Development in Real Estate Services has identified 25 major jobs at 3 levels for the compilation of job specifications for this sector. The specifications set out the equivalent titles, major functions and responsibilities, general qualifications, experience and skills requirements, career advancement and equivalent titles in the public sector.

#### Career Opportunities

The property management and maintenance sector has been identified as an expanding sector. It is expected that the demand for well-trained new entrants will continue to grow.

For property management, people with a valid security personnel permit can be employed as Building Attendant. For those who have a higher educational level such as Secondary 5 can join the sector as Estate Officer. After gaining the relevant working experience and attaining the relevant professional qualification, such as membership of the Hong Kong Institute of Housing (HKIH), they may be promoted to a senior position such as Assistant Estate Manager or even Estate Manager.

For the maintenance sector, people with relevant skills or technical certificate and holding the Construction Industry Safety Training Certificate can be employed as technicians. Those with relevant diplomas can enter the trade as maintenance/technical officers. After serving in the field for a certain period of time and acquiring the professional qualification such as membership of The Hong Kong Institute of Engineers (HKIE), The Hong Kong Institute of Surveyors (HKIS) or equivalent, they may be promoted to the position of Assistant Maintenance Manager or even Maintenance Manager.

Details of the contact address, telephone number and website of the professional bodies can be obtained from the home page of the Real Estate Services Training Board (<http://retb.vtc.edu.hk>).

## **B. Job Specifications**

*Job Level* : **Managerial/Professional**

*Job Title* : Director

*Equivalent Title* : General Manager

*Major Function* : Plans, directs and controls the overall operations of the company. Formulates and implements business strategies and policies to meet the business/company objectives in the most cost-effective manner.

*Responsibilities* :

1. Plans and formulates company strategies and policies including management and business development aspects.
2. Leads the senior management staff members to implement the company strategies and policies effectively.
3. Monitors the overall operations of the company's business to ensure delivery of quality service to clients.
4. Comprehends the market trend/benchmarks with the industry.

*General Qualification, Experience and Skills Requirements* :

1. Qualification and Experience:
  - (a) Degree holder in related disciplines or corporate member of HKIH/HKIS/CIH/RICS or equivalent.
  - (b) At least 13 years' relevant experience including 8 years' post-qualification experience in a managerial position.
  - (c) Those without qualifications in (a) should possess a relevant post-secondary qualification plus a minimum of 15 years' relevant experience with 10 years at managerial level.
  - (d) All round experience in management of a portfolio mix of commercial, residential, industrial developments and other facilities in both public and private sector.

- (e) Experience and proven track record to work with Owners' Corporations, committees, associations and government departments.
- (f) Exposure in other real estate services sector such as development, agency and surveying.

2. Skills:

- (a) Capable of leading a team of professional management staff.
- (b) Sound knowledge in various aspects relating to property management.
- (c) Excellent managerial and supervisory skills.
- (d) Good business relations.

*Career Advancement* : Executive Director

*Equivalent titles in the Public Sector* : Chief Property Manager  
Chief Estate Manager  
Chief Housing Manager

<i>Job Level</i>	: <b>Managerial/Professional</b>
<i>Job Title</i>	: Regional Manager
<i>Equivalent Title</i>	: Senior Estate Manager Senior Property Manager
<i>Major Function</i>	: Plans and supervises a team of management and technical staff for the management and maintenance of a group of portfolio.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Implements company policies including business development, delivery of quality management and maintenance services, effective budget control.</li> <li>2. Supervises a team of management staff in the daily operations, management and maintenance of a group of properties to ensure meeting requirements of clients and compliance with relevant ordinances and regulations.</li> <li>3. Maintains regular contact with clients and staff to ensure effective communication.</li> <li>4. Prepares management proposal for business development and assists in the formulation of company strategies/policies.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Degree holder in related disciplines or corporate member of HKIHK/HKIS/CIH/RICS or equivalent.</li> <li>(b) At least 10 years' relevant experience including 5 years' post-qualification experience in a managerial position.</li> <li>(c) Those without qualifications in (a) should possess a relevant post-secondary qualification plus a minimum of 13 years' relevant experience with 8 years at the managerial level.</li> <li>(d) Extensive exposure in management of a portfolio mix including commercial, residential, industrial developments in both public and private sectors.</li> <li>(e) Experience and proven track record to work with Owners' Corporations, committees, associations and government departments.</li> </ol> </li> </ol>

- (f) Experience in business development including preparing of management proposals and conversant with the tendering procedures.

2. Skills:

- (a) Capable of managing a team of management and technical staff.
- (b) Sound knowledge in all aspects relating to property management including legislation, maintenance, accounting and market development.
- (c) Good managerial and supervisory skills.

*Career Advancement* : Director/General Manager

*Equivalent title in the Public Sector* : Senior Housing Manager  
Senior Property Manager

<i>Job Level</i>	: <b>Managerial/Professional</b>
<i>Job Title</i>	: Estate Manager
<i>Equivalent Title</i>	: Area Manager Building Manager Property Manager
<i>Major Function</i>	: Takes charge of a team of management and technical staff for the management and maintenance of an estate or building and its related functions.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Takes charge of the day-to-day operation and management of an estate or a group of buildings including budget preparation and control, estate/building maintenance.</li> <li>2. Supervises a team of management, technical and care-taking/security staff in the daily management duties to ensure meeting with requirements of clients.</li> <li>3. Promotes and maintains a good relationship with owners/tenants. Maintains regular contact with the Owners' Corporation/Committee/Association to ensure their needs are taken care of.</li> <li>4. Ensures compliance with relevant ordinance and regulations.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Degree holder in related disciplines or corporate member of HKIH/HKIS/CIH/RICS or equivalent.</li> <li>(b) At least 8 years' relevant experience with 4 years at supervisory position.</li> <li>(c) Those without qualifications in (a) should possess a relevant post-secondary qualification plus a minimum of 10 years' relevant experience with 5 years at supervisory level.</li> <li>(d) Experience in management of different types of properties.</li> <li>(e) Experience in working with Owners' Corporations, committees, associations and government departments.</li> </ol> </li> </ol>

2. Skills:

- (a) Strong leadership with ability to manage a team of operational staff.
- (b) Conversant with the relevant ordinances and regulations.
- (c) Knowledge in preparation and management of building accounts.
- (d) Good management and supervisory skills.

*Career Advancement* : Regional Manager/Senior Estate Manager/  
Senior Property Manager

*Equivalent title in the  
Public Sector* : Housing Manager  
Property Manager



<i>Job Level</i>	: <b>Managerial/Professional</b>
<i>Job Title</i>	: Maintenance Manager
<i>Equivalent Title</i>	: Technical Manager Building Services Manager Maintenance Surveyor
<i>Major Function</i>	: Supervises a team of technical officers in the maintenance of building within the estate/property.
<i>Responsibilities</i>	: 1. Oversees a team of technical officers and technicians and allocates work.  2. Prepares planned and preventive maintenance programmes for the building within the estate/property.  3. Administers contracts and monitors the performance of contractors.
<i>General Qualification, Experience and Skills Requirements</i>	: 1. Qualification and Experience:  (a) Degree/Associate Degree/Higher Diploma in Surveying (Building Surveying) or in related disciplines or corporate member of HKIS/HKIE or equivalent.  (b) At least 8 years' relevant experience with 4 years at supervisory level.  (c) Those without qualifications in (a) should possess a relevant post-secondary qualification plus a minimum of 10 years' relevant experience with 5 years at supervisory level.  (d) Experience in maintenance management of different types of properties.  (e) Experience in dealing with the building and maintenance contractors, utilities companies and government departments.

2. Skills:

- (a) Ability to manage a team of technical staff.
- (b) Conversant with regulations relating to maintenance of buildings.
- (c) Good negotiation, communication and project management skills.

*Career Advancement* : Chief/Senior Maintenance Manager

<i>Job Level</i>	: <b>Managerial/Professional</b>
<i>Job Title</i>	: IT Manager
<i>Equivalent Title</i>	: Computer Services Manager IT Services Manager
<i>Major Function</i>	: Maintains and supports IT related functions in management of property.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Ensures the most cost-effective IT solutions to meet with the company's needs.</li> <li>2. Provides system integration, services delivery and end user training and support.</li> <li>3. Administers contracts for building automation system and other on-site computer system as well as interfacing the system with head office.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Degree holder in IT Programming or corporate member of IT professional associations or equivalent.</li> <li>(b) At least 8 years' relevant experience including 4 years' post-qualification experience in a supervisory position.</li> <li>(c) Those without qualifications in (a) should possess a relevant post-secondary qualification plus a minimum of 10 years' relevant experience with 5 years at supervisory level.</li> <li>(d) Experience in dealing with suppliers and maintenance contractors of computer system and building automation system.</li> </ol> </li> <li>2. Skills: <ol style="list-style-type: none"> <li>(a) In-depth knowledge of computer programming, analysis and application concept.</li> <li>(b) Good supervisory skills.</li> </ol> </li> </ol>

<i>Job Level</i>	: <b>Managerial/Professional</b>
<i>Job Title</i>	: Club/Recreation Manager
<i>Equivalent Title</i>	: Clubhouse Manager Public Relations Manager Customer Services Manager
<i>Major Function</i>	: Plans and supervises a team of clubhouse/recreation staff for management and maintenance of a clubhouse and its related activities.
<i>Responsibilities</i>	: 1. Takes charge of the day-to-day operation and management of a clubhouse including budget preparation and control, and clubhouse maintenance.  2. Develops operational policies and procedures.  3. Promotes and maintains a good relationship with owners/tenants through organizing various recreational activities.  4. Supervises a team of clubhouse/recreation staff in daily management duties to ensure meeting requirements of clients.  5. Carries out research and studies in clubhouse/recreation development, and makes recommendations to senior management for enhancing the quality of services and identifies potential development.
<i>General Qualification, Experience and Skills Requirements</i>	: 1. Qualification and Experience:  (a) Holder of Degree/Higher Diploma in Recreation Management or equivalent.  (b) 7 years' relevant experience in clubhouse/recreation management at managerial position.  (c) Those without qualifications in (a) should possess a relevant post-secondary qualification plus a minimum of 10 years' relevant experience with 8 years at managerial position.  (d) All round experience in management of recreation/clubhouse and sports facilities in both public and private sectors.

- (e) Experience and proven track record to work with Owners' Corporations, committees, associations and government departments.

2. Skills:

- (a) Capable of leading a team of recreation staff.
- (b) Sound knowledge in all aspects relating to recreation/clubhouse management including sports facilities.
- (c) Excellent communication, social, managerial and supervisory skills.
- (d) Good awareness of market trend.

*Career Advancement* : Senior Club/Recreation Manager/Senior Clubhouse Manager/  
Senior Public Relations Manager/  
Senior Customer Services Manager

*Equivalent titles in the Public Sector* : Leisure Manager

<i>Job Level</i>	: <b>Managerial/Professional</b>
<i>Job Title</i>	: Banquet Manager
<i>Equivalent Title</i>	: Food and Beverage Manager Club Manager Clubhouse Manager
<i>Major Function</i>	: Maximizes customer's satisfaction and catering profitability by supervising the banquet function and ensuring that it meets the prescribed standards.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Ensures that function venues are set-up in accordance to customer's specification. Supervises set-up staff and inspects function rooms.</li> <li>2. Reviews function with customer, adjusts specification as necessary and follows-up to ensure all details are correct.</li> <li>3. Ensures all banquet activities meet the timelines.</li> <li>4. Monitors service and teamwork regularly and directs employees on providing services for guests.</li> <li>5. Initiates purchase orders for specific banquet items when necessary.</li> <li>6. Assures quality of food and beverage products.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Holder of Degree/Higher Diploma in Hotel and Catering Management or equivalent.</li> <li>(b) 10 years' relevant experience in Hospitality or Food and Beverage management with 5 years at supervisory level.</li> <li>(c) Those without qualifications in (a) should possess a relevant post-secondary qualification plus a minimum of 13 years' relevant experience with 8 years at supervisory level.</li> </ol> </li> </ol>

2. Skills:

- (a) Ability to assign and monitor staff performance, and provide further guidance where needed.
- (b) Excellent communication, social, managerial and supervisory skills.
- (c) Good awareness of market trend.

*Career Advancement* : Senior Banquet Manager

*Equivalent titles in the Public Sector* : Catering Manager

<i>Job Level</i>	:	<b>Managerial/Professional</b>
<i>Job Title</i>	:	Safety Manager
<i>Equivalent Title</i>	:	Health and Safety Manager QA and Safety Manager
<i>Major Function</i>	:	Leads the safety team for designing and implementing safety improvement program in accordance with relevant regulations/company policy/contract requirements and ensures compliance with health and safety-related legislations and company policies and regulations.
<i>Responsibilities</i>	:	<ol style="list-style-type: none"> <li>1. Plans and carries out inspection and safety audits on all concerned equipment, workplaces and work processes.</li> <li>2. Monitors the compliance of continual safety improvement and potential hazard prevention plan.</li> <li>3. Conducts risk analysis, investigates accident, recommends corrective and prevention measures and administers related documents.</li> <li>4. Provides safety education and updated safety information to the management and staff through diverse communication channels.</li> </ol>
<i>General Qualification,</i>	:	<ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Holder of higher diploma or above in related disciplines.</li> <li>(b) Registered Safety Officer approved by Labour Department.</li> <li>(c) 10 years' relevant experience or above.</li> </ol> </li> <li>2. Skills: <ol style="list-style-type: none"> <li>(a) Ability to supervise and monitor staff performance, and provide guidance where needed.</li> <li>(b) Familiar with statutory and regulatory safety requirements.</li> <li>(c) Strong analytical skills.</li> <li>(d) Good negotiation and communication skills.</li> </ol> </li> </ol>
<i>Experience and Skills Requirements</i>	:	



<i>Job Level</i>	: <b>Managerial/Professional</b>
<i>Job Title</i>	: Assistant Estate Manager
<i>Equivalent Title</i>	: Assistant Area Manager Assistant Building Manager Assistant Property Manager
<i>Major Function</i>	: Assists the manager in supervising a team of non-managerial and technical staff for the management and maintenance of an estate or building and its related functions.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Assists monitoring of the day-to-day operation and management of an estate of building or portfolio.</li> <li>2. Assists supervision of a team of non-managerial and technical staff in the daily management duties to ensure meeting with requirement of clients.</li> <li>3. Maintains a good relationship with owners/tenants and Owners' Corporation/committee/association ensuring their needs are taken care of.</li> <li>4. Observers the compliance of relevant ordinance and regulations.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Degree holder in related disciplines or corporate member of HKIH/HKIS/CIH/RICS or equivalent.</li> <li>(b) At least 4 years' relevant experience preferably with supervisory experience.</li> <li>(c) Those without qualifications in (a) should possess a relevant post-secondary qualification plus a minimum of 6 years' relevant experience at the supervisory level.</li> </ol> </li> </ol>

2. Skills:

- (a) Good supervisory and communication skills.
- (b) Knowledge of relevant ordinances and regulations.
- (c) Good command of both written and spoken English and Chinese.

*Career Advancement* : Estate Manager/Area Manager/Building Manager/  
Property Manager

<i>Job Level</i>	: <b>Managerial/Professional</b>
<i>Job Title</i>	: Assistant Club/Recreation Manager
<i>Equivalent Title</i>	: Assistant Clubhouse Manager Assistant Public Relations Manager Assistant Customer Services Manager
<i>Major Function</i>	: Assists the manager in supervising a team of clubhouse and recreational staff, as well as the daily operations and management of the recreational and clubhouse facilities and the hospitality services establishment within the estate.
<i>Responsibilities</i>	: 1. Assists monitoring of the day-to-day operation and implementation of recreational programmes of a clubhouse.  2. Assists formulation of operational policies and procedures.  3. Promotes and maintain a good relationship with owners/tenants through organizing various recreational activities.  4. Assists supervision of a team of clubhouse and recreational staff in daily management duties ensuring meeting requirements of clients.
<i>General Qualification, Experience and Skills Requirements</i>	: 1. Qualification and Experience:  (a) Holder of Degree/Higher Diploma in Recreation Management or equivalent.  (b) 4 years' relevant experience in clubhouse/recreation management at supervisory position.  (c) Those without qualifications in (a) should possess a relevant post-secondary qualification plus a minimum of 6 years' relevant experience at the supervisory level.

2. Skills:

- (a) Good supervisory and communication skills.
- (b) Knowledge in various aspects relating to recreation/clubhouse management.
- (c) Good customer service skills.
- (d) Good command of both written and spoken English and Chinese.

*Career Advancement* : Club/Recreation Manager/Clubhouse Manager/  
Public Relations Manager/Customer Services Manager

<i>Job Level</i>	: <b>Managerial/Professional</b>
<i>Job Title</i>	: Assistant Facilities Manager
<i>Major Function</i>	: Assists the facilities manager in planning and organizing the maintenance of various facilities.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Assists to organize the maintenance of various facilities including commercial, residential and recreational facilities.</li> <li>2. Monitors and implements preventive maintenance programmes for the building.</li> <li>3. Assists monitoring of the progress of work and performance of contractors.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Degree/Associate Degree/Higher Diploma in facilities management or in related disciplines.</li> <li>(b) At least 4 years' relevant experience preferably with supervisory experience.</li> <li>(c) Those without qualifications in (a) should possess a relevant post-secondary qualification plus a minimum of 6 years' relevant experience at the supervisory level.</li> </ol> </li> <li>2. Skills: <ol style="list-style-type: none"> <li>(a) Good supervisory and communication skills.</li> <li>(b) Knowledge in building regulations and related ordinances.</li> <li>(c) Good project management skills.</li> </ol> </li> </ol>
<i>Career Advancement</i>	: Facilities Manager

<i>Job Level</i>	: <b>Managerial/Professional</b>
<i>Job Title</i>	: Assistant Maintenance Manager
<i>Equivalent Title</i>	: Assistant Technical Manager Assistant Building Services Manager Assistant Maintenance Surveyor
<i>Major Function</i>	: Assists the manager in supervising a team of technical staff for the maintenance of building within the estate/property.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Assists supervision of a team of technical staff within the estate/property.</li> <li>2. Monitors and implements preventive maintenance programmes for the building within the estate/property.</li> <li>3. Assists administration of contracts and monitor the performance of contractors.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Degree/Associate Degree/Higher Diploma in Surveying (Building Surveying) or in related disciplines; and</li> <li>(b) At least 4 years' relevant experience preferably with supervisory experience.</li> <li>(c) Those without qualifications in (a) should possess a relevant post-secondary qualification plus a minimum of 6 years' relevant experience at the supervisory level.</li> <li>(d) Corporate member of HKIS/HKIE will be an advantage.</li> </ol> </li> <li>2. Skills: <ol style="list-style-type: none"> <li>(a) Good supervisory and communication skills.</li> <li>(b) Knowledge of regulations relating to maintenance of buildings.</li> </ol> </li> </ol>
<i>Career Advancement</i>	: Maintenance Manager/Technical Manager/ Building Services Manager/Maintenance Surveyor

- Job Level* : **Managerial/Professional**
- Job Title* : Assistant Project Manager
- Major Function* : Assists the project manager in organizing and managing the building and construction projects within the estate/property.
- Responsibilities* : 1. Assists co-ordinating with architects, engineers, surveyors, other professionals, contractors and government bodies to carry out the project until completion and to monitor standards.
2. Assists monitoring of the progress of work and performance of the contractors and seeks for approval of site instructions and variation orders.
3. Assists organization and management of building and construction projects within the estate/property.
- General Qualification, Experience and Skills Requirements* : 1. Qualification and Experience:
- (a) Degree holder in related disciplines or corporate member of HKIA/HKIE/HKIS/HIREA or equivalent.
- (b) At least 4 years' relevant experience preferably with supervisory experience.
- (c) Experience in maintenance management and building project management.
- (d) Those without qualifications in (a) should possess a relevant post-secondary qualification plus a minimum of 6 years' relevant experience at the supervisory level.
2. Skills:
- (a) Good supervisory and communication skills.
- (b) Knowledge of building regulations and related ordinances.
- (c) Good project management skills.
- (d) Good command of both written & spoken English & Chinese.
- Career Advancement* : Project Manager

<i>Job Level</i>	: <b>Managerial/Professional</b>
<i>Job Title</i>	: Assistant Marketing Manager
<i>Major Function</i>	: Assist the marketing manager in managing marketing activities in the leasing of the estate, and implementing promotional and public relations programmes.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Assist formulation and implementation of marketing strategies.</li> <li>2. Monitor and implement marketing activities in the leasing of the estate.</li> <li>3. Monitor and implement promotional and public relations programmes.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Degree holder in Marketing or Business Administration or Real Estate Studies or Mass Communication or equivalent; and</li> <li>(b) At least 4 years' relevant experience.</li> <li>(c) Those without qualifications in (a) should possess a relevant post-secondary qualification plus a minimum of 6 years' relevant experience at the supervisory level.</li> <li>(b) Corporate member of CIM/HKIM will be an advantage.</li> </ol> </li> <li>2. Skills: <ol style="list-style-type: none"> <li>(a) Good supervisory and communication skills.</li> <li>(b) Strong analytical mind with business acumen.</li> <li>(c) Good organizing and event management skills.</li> <li>(d) Good command of both written &amp; spoken English &amp; Chinese.</li> </ol> </li> </ol>
<i>Career Advancement</i>	: Marketing Manager



<i>Job Level</i>	: <b>Supervisory</b>
<i>Job Title</i>	: Estate Officer
<i>Equivalent Title</i>	: Property Officer Administrative Officer
<i>Major Function</i>	: Assists the Estate Manager in administering the property management services activities within the estate.
<i>Responsibilities</i>	: 1. Is responsible for the daily administration and management work of the estate/commercial center. Co-ordinates with maintenance, security, cleaning and other services contractors.  2. Handles customer relations & complaints.  3. Assists in promotion activities in commercial center and social functions performed in the estate.
<i>General Qualification, Experience and Skills Requirements</i>	: 1. Qualification and Experience:  (a) Secondary Five education or above.  (b) Holder of Certificate in Property Management or Housing Practice.  (c) 3 years' relevant experience or above.  2. Skills:  (a) Knowledge in computer applications.  (b) Good communication skills.
<i>Career Advancement</i>	: Assistant Estate Manager/Assistant Area Manager/ Assistant Building Manager/Assistant Property Manager
<i>Equivalent title in the Public Sector</i>	: Housing Officer

<i>Job Level</i>	: <b>Supervisory</b>
<i>Job Title</i>	: Maintenance Officer
<i>Equivalent Title</i>	: Technical Officer Clerk of Works
<i>Major Function</i>	: Supervises the maintenance and repair work of the estate/ building.
<i>Responsibilities</i>	: 1. Co-ordinates with and monitors the work of services and maintenance contractors.  2. Supervises the work of the technician/artisan in the daily minor maintenance and repair work to the estate/ building.
<i>General Qualification, Experience and Skills Requirements</i>	: 1. Qualification and Experience:  (a) Diploma or Higher Certificate in Electrical, Mechanical Engineering, Building Services or Building Studies.  (b) Holder of the Construction Industry Safety Training Certificate.  (c) 3 years' relevant experience or above.  2. Skills:  (a) Supervisory skills.
<i>Career Advancement</i>	: Assistant Maintenance Manager/Assistant Technical Manager/ Assistant Building Services Manager/ Assistant Maintenance Surveyor

<i>Job Level</i>	: <b>Supervisory</b>
<i>Job Title</i>	: Building Supervisor
<i>Equivalent Title</i>	: Building Superintendent Security Officer/Supervisor
<i>Major Function</i>	: Assists in the management/security of buildings.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Supervises the work of building attendants in the daily management work to the estate/building.</li> <li>2. Arranges duty rosters of staff.</li> <li>3. Maintains cleanliness of buildings and arranges repairs of building facilities.</li> <li>4. Handles complaints from clients and takes appropriate action.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Primary level of education or above.</li> <li>(b) 3 years' relevant experience or above.</li> </ol> </li> <li>2. Skills: <ol style="list-style-type: none"> <li>(a) Some knowledge in building work and building services and technical skills relating to building maintenance.</li> <li>(b) Supervisory and communication skills.</li> </ol> </li> </ol>
<i>Career Advancement</i>	: Estate Officer/ Property Officer/ Administrative Officer

<i>Job Level</i>	: <b>Supervisory</b>
<i>Job Title</i>	: Club/ Recreation Officer
<i>Equivalent Title</i>	: Clubhouse Officer Public Relations Officer Customer Services Officer
<i>Major Function</i>	: Assists the Clubhouse/Recreation Manager in administering and implementing the clubhouse/recreation activities.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Is responsible for the daily administration work of the clubhouse. Co-ordinates with maintenance, security, cleaning and other services contractors.</li> <li>2. Handles customer relations matters &amp; complaints and takes appropriate actions.</li> <li>3. Assists in promotion activities in the clubhouse.</li> <li>4. Co-ordinates with the management office for necessary improvement of the clubhouse/recreation and the premises.</li> <li>5. Arranges duty rosters of staff.</li> <li>6. Prepares statistical report for analysis of utilization of clubhouse/recreational facilities.</li> <li>7. Maintains cleanliness of the clubhouse/ recreational facilities and arranges repairs to the clubhouse/ recreational facilities.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Holder of Diploma/Certificate in Recreation Management or equivalent.</li> <li>(b) 3 years' working experience in clubhouse/ recreation management at supervisory position.</li> </ol> </li> </ol>

2. Skills:

- (a) Knowledge in management of clubhouses or sports facilities.
- (b) Good communication skills.
- (c) Knowledge in IT applications.

*Career Advancement* : Assistant Club/Recreation Manager/  
Assistant Clubhouse Manager/  
Assistant Public Relations Manager/  
Assistant Customer Services Manager

*Equivalent title in the Public Sector* : Assistant Leisure Manager

<i>Job Level</i>	: <b>Supervisory</b>
<i>Job Title</i>	: Safety Officer
<i>Equivalent Title</i>	: Safety Supervisor Registered Safety Officer
<i>Major Function</i>	: Identifies the potential hazards in the workplace. Recommends measures for safety improvement. Designs and implements various activities to promote the safety awareness
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Performs regular inspection and safety audits on all concerned equipment, workplaces and work processes.</li> <li>2. Identifies and recommends measures for safety improvement and potential hazard prevention.</li> <li>3. Organizes and conducts safety training and meetings.</li> <li>4. Investigates and reports on accidents. Recommends safety measures accordingly.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Secondary Five education or above.</li> <li>(b) Holder of Registered Safety Officer approved by Labour Department.</li> <li>(c) 5 years' relevant experience or above.</li> </ol> </li> <li>2. Skills: <ol style="list-style-type: none"> <li>(a) Familiar with statutory and regulatory safety requirements.</li> <li>(b) Knowledge in Pay for Safety &amp; Environmental Scheme.</li> <li>(c) Good communication skills.</li> </ol> </li> </ol>
<i>Career Advancement</i>	: Safety Manager

<i>Job Level</i>	: <b>Supervisory</b>
<i>Job Title</i>	: Chef
<i>Equivalent Title</i>	: Head Chef
<i>Major Function</i>	: Responsible for menu planning, purchasing and keeping inventory, and to ensure food production and presentation at high standard.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Develops catering menu regularly and customizes menu as necessary.</li> <li>2. Sets appropriate purchasing specification and ensures items are available on a timely basis.</li> <li>3. Coordinates activities of cooks and other kitchen personnel in areas of preparing and cooking food.</li> <li>4. Develops recipes and maintains production process to ensure consistent food quality.</li> <li>5. Maintains a sanitary and safe kitchen/storage environment for all kitchen personnel.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) At least 8 years relevant experience with 4 years at supervisory level.</li> </ol> </li> <li>2. Skills: <ol style="list-style-type: none"> <li>(a) Skilled in menu development within budgeted food costs.</li> <li>(b) Good supervisory skills.</li> </ol> </li> </ol>
<i>Career Advancement</i>	: Executive Chef
<i>Equivalent title in the Public Sector</i>	: Head Chef

<i>Job Level</i>	: <b>Technical Support and Operative</b>
<i>Job Title</i>	: Technician
<i>Equivalent Title</i>	: Artisan Semi-skilled Artisan Workman
<i>Major Function</i>	: Carries out and supervises the maintenance and repair work of the estate/building.
<i>Responsibilities</i>	: 1. Co-ordinates with services and maintenance contractors. 2. Carries out maintenance and repair work to the estate/building.
<i>General Qualification, Experience and Skills Requirements</i>	: 1. Qualification and Experience: (a) Holder of Technical Certificate in Building Services or Building Work. (b) Holder of the Construction Industry Safety Training Certificate and relevant licences, if applicable. (c) 1-year relevant experience. 2. Skills: (a) Multiple skills in property maintenance and repairs.
<i>Career Advancement</i>	: Maintenance Officer/Technical Officer/Clerk of Works



<i>Job Level</i>	: <b>Technical Support and Operative</b>
<i>Job Title</i>	: Building Attendant
<i>Equivalent Title</i>	: Customer Services Assistant Security Guard
<i>Major Function</i>	: Performs security work of the building. Participates in cleaning, simple repairs and maintenance of the equipment of buildings.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Assists in regulating improper behaviour of users and visitors of the property including noise abatement and vandalism prevention.</li> <li>2. Deals with enquiries and complaints from tenants or owners.</li> <li>3. Performs building security work.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Holder of a valid Security Personnel Permit.</li> <li>(b) 1-year working experience.</li> </ol> </li> <li>2. Skills: <ol style="list-style-type: none"> <li>(a) Basic knowledge in property management and guarding services.</li> </ol> </li> </ol>
<i>Career Advancement</i>	: Building Supervisor/Building Superintendent/ Security Officer/Supervisor

<i>Job Level</i>	: <b>Technical Support and Operative</b>
<i>Job Title</i>	: Assistant Property Officer
<i>Equivalent Title</i>	: Assistant Estate Officer Assistant Administrative Officer
<i>Major Function</i>	: Carries out duties relating to the property management services activities within the estate.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Assists in the daily administration and management work of the estate/commercial centre.</li> <li>2. Collects information about maintenance, security, cleaning and other services contractors.</li> <li>3. Arranges for activities in commercial center and social functions performed in the estate.</li> <li>4. Handles customer relations &amp; complaints.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Secondary Five education or above.</li> <li>(b) Holder of Certificate in Property Management or Housing Practice.</li> <li>(c) Some relevant experience preferred.</li> </ol> </li> <li>2. Skills: <ol style="list-style-type: none"> <li>(a) Some knowledge in computer applications.</li> <li>(b) Communication skills.</li> </ol> </li> </ol>
<i>Career Advancement</i>	: Property Officer

<i>Job Level</i>	: <b>Technical Support and Operative</b>
<i>Job Title</i>	: Club/ Recreation Assistant
<i>Equivalent Title</i>	: Clubhouse Assistant Public Relations Assistant Customer Services Assistant
<i>Major Function</i>	: Carries out the recreational activities and maintenance of the clubhouse.
<i>Responsibilities</i>	: 1. Carries out recreational and its related activities. 2. Deals with enquiries and complaints from owners/tenants. 3. Carries out simple repairs and maintenance of the equipment of clubhouse. 4. Collects information about the needs of owners/tenants.
<i>General Qualification, Experience and Skills Requirements</i>	: 1. Qualification and Experience: (a) Completion of F.7 or above. (b) 1-year relevant experience. 2. Skills: (a) Basic knowledge in clubhouse/recreation management and its related services. (b) Skills in IT applications.
<i>Career Advancement</i>	: Club/Recreation Officer/Clubhouse Officer/ Public Relations Officer/Customer Service Officer
<i>Equivalent title in the Public Sector</i>	: Manager Assistant

<i>Job Level</i>	: <b>Technical Support and Operative</b>
<i>Job Title</i>	: Cook
<i>Major Function</i>	: Carries out food production duties for both Chinese and Western Cuisine
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Prepares food as needed.</li> <li>2. Ensures food quality and presentation.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience:             <ol style="list-style-type: none"> <li>(a) 5 years relevant experience.</li> </ol> </li> <li>2. Skills:             <ol style="list-style-type: none"> <li>(a) Good food production skills.</li> </ol> </li> </ol>
<i>Career Advancement</i>	: Chef

## SECTION III

### REAL ESTATE SURVEYING, VALUATION AND CONSULTANCY SECTOR

#### A. General Information

In this manual, the Working Party on Career Development in Real Estate Services has identified 9 major jobs at 3 levels for compilation of the job specifications. The specifications set out the equivalent titles, major functions and responsibilities, general qualification, experience and skills requirements and career advancement (where applicable).

##### The Survey Profession

The title of "Surveyor" includes the following disciplines involved with land and its development with buildings:-

- (i) The Land Surveyor - measures and records the shape and position of the land, define the boundary and set out the legal boundaries of the sites.
- (ii) The Quantity Surveyor - building contractual arrangements, cost advice and planning, cost control and financial management, value management, project management, tendering, financial claims and programme analysis.
- (iii) The General Practice Surveyor - valuation, marketing, sale, leasing, administration and management of lands and buildings, and real estate development and project management.
- (iv) The Planning and Development Surveyor - development feasibility study, land administration input, town planning applications, development project management and project evaluation.
- (v) The Building Surveyor - construction, management and maintenance of buildings, project management, facilities management and property management.
- (vi) The Property and Facility Management Surveyor - strategic facility planning, asset management, space planning management, real estate design and management, operation and maintenance, project management, property management and corporate real estate.

This manual only covers the jobs of general practice surveyors, which are applicable to the real estate services industry.

## The General Practice Surveyor

The General Practice (GP) Surveyor through his professional training, skill and knowledge, is concerned with the planning, development, use, management and valuation of lands and buildings; negotiation of sales and lettings by private treaty and sale by tender or auction; financial and economic aspects of investment in property.

The GP Surveyor is also commonly known as Valuation Surveyor and Estate Surveyor. Apart from their work in the private practice, GP Surveyors are also employed by the Hong Kong SAR Government in various departments such as the Lands Department, Rating and Valuation Department, Government Property Agency and Housing Department to handle works including land disposal and resumption, sales, letting and management of Government properties, acquisition and leasing of properties for Government use, rating, taxation, and management of public housing, etc.

## Entrance Requirements

For those new entrants with an Associate Degree/Higher Diploma/Diploma in the related discipline, they can enter the trade as a Valuation Officer or Survey Officer. For advancement to become a GP Surveyor, he or she has to be a Fellow or Member of the Hong Kong Institute of Surveyors. Obtaining such status requires extensive practical training, a high level of education, and adherence to strict standards of professional conduct and competence.

Details of the contact address, telephone number and web-site of the Hong Kong Institute of Surveyors can be obtained from the home page of the Real Estate Services Training Board (<http://retb.vtc.edu.hk>).

## **B. Job Specifications**

*Job Level* : **Managerial/Professional**

*Job Title* : Executive Director

*Equivalent Title* : Director  
Partner

*Major Function* : Takes full charge of the surveying, valuation and consultancy business as directed by the Board of Directors/the Company.

*Responsibilities* : 1. Plans and promotes business.  
2. Advises client on matters relating to real estate development including investment, disposal and acquisition.  
3. Acts as independent valuer, expert witness or arbitrator in disputes on valuation matters.

*General Qualification, Experience and Skills Requirements* : 1. Qualification and Experience:  
(a) Degree holder in the related disciplines or professional member of HKIS or equivalent.  
(b) At least 10 years' relevant experience including 5 years' experience at managerial level.  
(c) All round experience in the surveying, valuation and consultancy business.  
2. Skills:  
(a) Capable of managing a team of senior management and professional staff.  
(b) Sound knowledge in all aspects relating to valuation, disposal of land and property, compensation matters, property investment management, land use planning and market needs.  
(c) Conversant with the relevant legislation.  
(d) Excellent managerial and supervisory skills.

<i>Job Level</i>	: <b>Managerial/Professional</b>
<i>Job Title</i>	: Project Manager
<i>Equivalent Title</i>	: Associate Director
<i>Major Function</i>	: Manages a number of surveying, development and consultancy works/projects.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Conducts market studies.</li> <li>2. Plans, organizes and manages building and development projects.</li> <li>3. Co-ordinates with architects, engineers, surveyors and other professionals and contractors.</li> <li>4. Applies and appeals to Town Planning Board in respect of change of uses, development conditions, etc.</li> <li>5. Undertakes negotiations with Government on modification, surrender and re-grant of land leases.</li> <li>6. Prepares financial assessments, cash flow studies and cost control systems throughout the development period.</li> <li>7. Prepares development and design briefs.</li> <li>8. Monitors development and ensures that it meets the clients' requirement and market needs.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Degree holder in the related disciplines or professional member of HKIS or equivalent.</li> <li>(b) At least 6 to 10 years' relevant experience including 4 years' experience at supervisory level.</li> <li>(c) Extensive exposure in the property development business.</li> </ol> </li> </ol>



2. Skills:

- (a) Sound knowledge in surveying and property development.
- (b) Conversant with the related legislation.
- (c) Good managerial and supervisory skills.

*Career Advancement* : Executive Director/Director/Partner

<i>Job Level</i>	: <b>Managerial/Professional</b>
<i>Job Title</i>	: Estate Surveyor
<i>Equivalent Title</i>	: Associate Director
<i>Major Function</i>	: Offers professional advice relating to property investment and development.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Advises client on development potential of properties.</li> <li>2. Acts on client's behalf in lease modification, land exchange applications and other land administration works.</li> <li>3. Advises clients on land resumption compensation matters.</li> <li>4. Conducts property market studies.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Degree holder in the related disciplines or professional member of HKIS or equivalent.</li> <li>(b) At least 6 to 10 years' relevant experience including 1 year's post-qualification experience at supervisory level.</li> <li>(c) Experience in lease modification, land exchange and other land administration works.</li> </ol> </li> <li>2. Skills: <ol style="list-style-type: none"> <li>(a) Conversant with the related legislation.</li> <li>(b) Sound knowledge of the property market.</li> <li>(c) Good managerial and presentation skills.</li> </ol> </li> </ol>
<i>Career Advancement</i>	: Executive Director/Director/Partner

<i>Job Level</i>	: <b>Managerial/Professional</b>
<i>Job Title</i>	: Valuation Surveyor
<i>Equivalent Title</i>	: Associate Director
<i>Major Function</i>	: Prepares valuations of different types of properties for various purposes.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Prepares property valuations for sale, purchase, letting, financing, disposal, acquisition and public listing.</li> <li>2. Conducts feasibility studies on all types of properties.</li> <li>3. Acts as expert witness, independent valuer or arbitrator in valuation disputes.</li> <li>4. Supervises the work of Valuation Officer.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Degree holder in the related disciplines or professional member of HKIS or equivalent.</li> <li>(b) At least 6 to 10 years' relevant experience including 1 year's post-qualification experience at supervisory level.</li> <li>(c) Experience in valuation of different types of properties.</li> </ol> </li> <li>2. Skills: <ol style="list-style-type: none"> <li>(a) In-depth knowledge of statutory valuation relating to resumption, rent control, rating, stamp duty and estate duty and the related procedures.</li> <li>(b) Conversant with the related legislation.</li> <li>(c) Sound knowledge of the property market.</li> <li>(d) Good managerial and presentation skills.</li> </ol> </li> </ol>
<i>Career Advancement</i>	: Executive Director/Director/Partner

<i>Job Level</i>	: <b>Supervisory</b>
<i>Job Title</i>	: Supervisor
<i>Equivalent Title</i>	: Assistant Manager
<i>Major Function</i>	: Handles the daily agency work.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Assists in team management.</li> <li>2. Supervises a small team of estate agents/salespersons or other supporting staff.</li> <li>3. Ensures compliance with the Estate Agents Ordinance by members of his team.</li> <li>4. Is responsible for the training and development of his/her team.</li> <li>5. Supports estate agents/salespersons in their work (e.g. negotiation and deal closing).</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience:           <ol style="list-style-type: none"> <li>(a) Holder of valid Estate Agent's (Individual) Licence.</li> <li>(b) Relevant working experience.</li> </ol> </li> <li>2. Skills:           <ol style="list-style-type: none"> <li>(a) Conversant with the Estate Agents Ordinance and other related legislation.</li> <li>(b) Knowledge in IT applications.</li> <li>(c) Good communication and team management skills.</li> <li>(d) Extensive knowledge of agency business.</li> </ol> </li> </ol>

<i>Job Level</i>	: <b>Supervisory</b>
<i>Job Title</i>	: Valuation Officer
<i>Major Function</i>	: Undertakes survey and valuation work on properties.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Surveys landed properties for valuation and other purposes.</li> <li>2. Prepares plans and reports.</li> <li>3. Assists in the valuation of properties for rating and other purposes.</li> <li>4. Collects and collates information relating to landed properties.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Degree/Associate Degree/High Diploma/Diploma holder in the related disciplines or student member of HKIS or equivalent.</li> <li>(b) At least 2 years' experience.</li> </ol> </li> <li>2. Skills: <ol style="list-style-type: none"> <li>(a) Conversant with the related legislation.</li> <li>(b) Knowledge in IT applications.</li> <li>(c) Research skills.</li> </ol> </li> </ol>
<i>Career Advancement</i>	: Valuation Surveyor (after acquiring the professional qualification of HKIS)

<i>Job Level</i>	: <b>Supervisory</b>
<i>Job Title</i>	: Survey Officer
<i>Major Function</i>	: Undertakes survey and valuation work on properties.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Surveys landed properties for land administration and other purposes.</li> <li>2. Prepares plans and reports.</li> <li>3. Assists in the valuation of properties for sale, lease modification and other purposes.</li> <li>4. Collects and collates information relating to landed properties.</li> <li>5. Assists in the preparation of lease conditions and checking of building plans against lease conditions.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Degree/Associate Degree/High Diploma/Diploma holder in the related disciplines or student member of HKIS or equivalent.</li> <li>(b) At least 2 years' experience.</li> </ol> </li> <li>2. Skills: <ol style="list-style-type: none"> <li>(a) Conversant with the land administration procedures and its related legislation.</li> <li>(b) Knowledge in IT applications.</li> <li>(c) Research technique.</li> </ol> </li> </ol>
<i>Career Advancement</i>	: Estate Surveyor (after acquiring the professional qualification of HKIS)

<i>Job Level</i>	: <b>Technical Support and Operative</b>
<i>Job Title</i>	: Valuation Assistant
<i>Equivalent Title</i>	: Survey Officer (Trainee)
<i>Major Function</i>	: Assists the Valuation Officer in the survey of landed properties for valuation and other purposes.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Collects market information and comparables.</li> <li>2. Assists in the preparation of plans and reports.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience:             <ol style="list-style-type: none"> <li>(a) Associate Degree/High Diploma/Diploma holder in the related disciplines.</li> <li>(b) Some relevant experience preferred.</li> </ol> </li> <li>2. Skills:             <ol style="list-style-type: none"> <li>(a) Basic research skills.</li> <li>(b) Some knowledge in IT applications.</li> </ol> </li> </ol>
<i>Career Advancement</i>	: Valuation Officer

<i>Job Level</i>	: <b>Technical Support and Operative</b>
<i>Job Title</i>	: Estate Agent/Salesperson
<i>Equivalent Title</i>	: Sales Executive Property Consultant
<i>Major Function</i>	: Carries out duties relating to the sales and leasing of properties.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Collects information about properties to be sold or leased and needs of prospective buyers or tenants.</li> <li>2. Introduces properties to prospective buyers or tenants and explains terms of sale or lease.</li> <li>3. Arranges for signing of estate agency agreements, sale and purchase agreements or lease agreements.</li> <li>4. Arranges for inspections of properties.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Holder of the valid Estate Agent's (Individual) or Salesperson's Licence.</li> </ol> </li> <li>2. Skills: <ol style="list-style-type: none"> <li>(a) Conversant with the Estate Agents Ordinance and other related legislation.</li> <li>(b) Communication and presentation skills.</li> <li>(c) Skills in IT applications.</li> </ol> </li> </ol>
<i>Career Advancement</i>	: Supervisor/Assistant Manager



## SECTION IV

### ESTATE AGENCY SECTOR

#### A. General Information

The property market is an important part of the Hong Kong economy, and there is a constant need, in the estate agency industry, for new blood to be recruited. This section gives a general view of the required qualifications and major duties of estate agency practitioners at various levels, as well as the prospect for career development. The Working Party on Career Development in Real Estate Services has identified 7 major jobs at 3 levels for compilation of the job specifications. The specifications set out the equivalent titles, major functions and responsibilities, general qualification, experience and skills requirements and career advancement (where applicable).

#### Entrance Requirements to an Agency Career

People who wish to join the estate agency sector should note that a licensing system has been in place since 1<sup>st</sup> January 1999 whereby a valid licence is required of all individuals and companies engaged in estate agency work. Practice without a licence is a criminal offence.

There are separate licences for individuals and companies. Licences for individuals are of two types, the Salesperson's Licence and the Estate Agent's Licence (Individual). The licence for companies is known as the Estate Agent's Licence (Company). The holder of an Estate Agent's Licence (Individual) may perform estate agency work whether in an employed or self-employed capacity, and may work as a salesperson or branch manager or run a business as a sole proprietor, a partner, or a director in effective control of an estate agency company. The holder of a Salesperson's Licence, on the other hand, may only work in the employ of a holder of an Estate Agent's Licence.

The basic criteria for the grant of the licence include a minimum age of 18 years and an education of Form 5 standard or equivalent, fulfilment of the "fit and proper" requirement as defined by the Estate Agents Ordinance, and passing the relevant qualifying examination. For details, please refer to the pamphlets on licensing published by the Estate Agents Authority.

The qualifying examinations for Salespersons and Estate Agents are administered by the Hong Kong Examinations and Assessment Authority on behalf of the EAA. The examinations will be conducted four times a year in paper-based format starting from 2007. There is no limit to the number of candidates at each examination. Those preparing for the examinations may either enrol at a course offered by one of the tertiary/vocational education institutions, or make use of the extensive range of reference materials at the Resource Centre at EAA website (Tel: 2111 2777; Fax: 2119 9011; website: [www.eaa.org.hk](http://www.eaa.org.hk)).

## **B. Job Specifications**

- Job Level* : **Managerial/Professional**
- Job Title* : Managing Director
- Equivalent Title* : Chief Executive Officer  
Chief Operations Officer
- Major Function* : Takes full charge of the agency business and leads the management team.
- Responsibilities* : Acts in accordance with the direction of the Board of Directors, plans, formulates and executes company strategies and policies and ensures compliance with the Estate Agents Ordinance and other legislative requirements by all staff.
- General Qualification, Experience and Skills Requirements* : 1. Qualification and Experience:
- (a) Holder of valid Estate Agent's Licence (Individual), preferably Degree holder.
  - (b) At least 10 years' relevant experience including 4 years at the managerial level.
  - (c) All round experience in the agency business.
  - (d) Exposure in other real estate services sector, such as development, management, legal and surveying, preferred.
2. Skills:
- (a) Capable of managing a team of senior management staff.
  - (b) Sound knowledge in all aspects relating to agency management including legislation, accounting and market development.
  - (c) Conversant with the Estate Agents Ordinance, its subsidiary legislation, practice direction and other relevant legislation.
  - (d) Excellent managerial and supervisory skills.

<i>Job Level</i>	: <b>Managerial/Professional</b>
<i>Job Title</i>	: Director
<i>Equivalent Title</i>	: General Manager
<i>Major Function</i>	: Takes full charge of sales operations and manages a number of agency firms.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Implements company policies including agency business development and promotion, effective budget control.</li> <li>2. Supervises a team of regional managers in the daily operations of the branch companies to ensure compliance with Estate Agents Ordinance and other legislative requirements.</li> <li>3. Maintains regular contact with the staff to ensure effective communication.</li> <li>4. Be responsible for business development of the company.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Holder of valid Estate Agent's (Individual) Licence, preferably Degree holder.</li> <li>(b) At least 6 to 10 years' relevant experience including 4 years experience at managerial level.</li> <li>(c) Extensive exposure in the agency business.</li> </ol> </li> <li>2. Skills: <ol style="list-style-type: none"> <li>(a) Capable of leading a team of management staff.</li> <li>(b) Sound knowledge in all aspects relating to agency management including legislation, accounting and market development.</li> <li>(c) Conversant with the Estate Agents Ordinance, its subsidiary legislation, practice direction and other relevant legislation.</li> <li>(d) Good managerial and supervisory skills.</li> </ol> </li> </ol>
<i>Career Advancement</i>	: Managing Director/Chief Executive Officer/ Chief Operation Officer

<i>Job Level</i>	: <b>Managerial/Professional</b>
<i>Job Title</i>	: Regional Manager
<i>Equivalent Title</i>	: Regional Marketing Manager
<i>Major Function</i>	: Looks after the sales operations, administration and compliance matters of all branches within a region or an area.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Plans and coordinates the operation of all branches within a region.</li> <li>2. Supervises agency business and management of all branches within a region.</li> <li>3. Supervises branch managers within a region to ensure compliance with Estate Agents Ordinance and other legislative requirements.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Holder of valid Estate Agent's Licence (Individual).</li> <li>(b) At least 5 years' relevant experience including 1 to 2 years at the branch manager level.</li> </ol> </li> <li>2. Skills: <ol style="list-style-type: none"> <li>(a) Strong leadership skills with ability to manage teams of operational staff within a region.</li> <li>(b) Conversant with the Estate Agents Ordinance, its subsidiary legislation, practice direction and other relevant legislation.</li> <li>(c) Knowledge in preparation and management of company accounts.</li> <li>(d) Good management and supervisory skills.</li> </ol> </li> </ol>
<i>Career Advancement</i>	: Director/General Manager

<i>Job Level</i>	: <b>Managerial/Professional</b>
<i>Job Title</i>	: Manager
<i>Equivalent Title</i>	: Branch Manager
<i>Major Function</i>	: Looks after the sales operations and administration of an estate agency office and compliance matters.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Takes charge of the day-to-day operation and management of an area or a branch office in agency work.</li> <li>2. Supervises a team of estate agents, salespersons and supporting staff in the daily agency business to ensure compliance with the Estate Agents Ordinance and other legislative requirements.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience:           <ol style="list-style-type: none"> <li>(a) Holder of valid Estate Agent's Licence (Individual).</li> <li>(b) At least 3 years' relevant experience including 1 year at the supervisory position.</li> </ol> </li> <li>2. Skills:           <ol style="list-style-type: none"> <li>(a) Strong leadership skills with ability to manage a team of operational staff.</li> <li>(b) Conversant with the Estate Agents Ordinance, its subsidiary legislation, practice direction and other relevant legislation.</li> <li>(c) Knowledge in preparation and management of branch accounts.</li> <li>(d) Good management and supervisory skills.</li> </ol> </li> </ol>
<i>Career Advancement</i>	: Regional Manager/Regional Marketing Manager

<i>Job Level</i>	: <b>Managerial/Professional</b>
<i>Job Title</i>	: IT Manager
<i>Equivalent Title</i>	: Computer Services Manager
<i>Major Function</i>	: Manages overall IT functions. Maintains the IT support for all operating units. Designs and develops IT applications and systems to meet automation objectives. Implements system integration, services delivery and end user training and support.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Ensures the best IT solutions to meet the company's needs.</li> <li>2. Performs system integration, customization, services delivery and end user training and support.</li> <li>3. Administers contracts for building automation information system and office computer system within the company.</li> <li>4. Co-ordinates with maintenance contractors including contract administration and monitors the performance of the contractors.</li> <li>5. Keeps up-to-date of the latest IT research and development activities to enhance the future efficiency of the organization.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Degree holder in IT Programming or member of professional IT associations or equivalent.</li> <li>(b) At least 3 to 6 years' relevant experience including 2 years' post-qualification experience at the supervisory position.</li> <li>(c) Experience to deal with suppliers and maintenance contractors of computer system and building automatic information system.</li> </ol> </li> <li>2. Skills: <ol style="list-style-type: none"> <li>(a) In-depth knowledge of computer programming, analysis and application concept.</li> <li>(b) Good supervisory skills.</li> </ol> </li> </ol>

<i>Job Level</i>	: <b>Supervisory</b>
<i>Job Title</i>	: Supervisor
<i>Equivalent Title</i>	: Assistant Manager
<i>Major Function</i>	: Assists the Manager in daily agency work.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Assists Manager in team management.</li> <li>2. Supervises a small team of estate agents/salespersons or other supporting staff.</li> <li>3. Ensures compliance with the Estate Agents Ordinance and other legislative requirements by his team.</li> <li>4. Be responsible for the training and development of his team.</li> <li>5. Supports estate agents/salespersons in their work (e.g. negotiation and closing a deal).</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Holder of valid Estate Agent's Licence (Individual).</li> <li>(b) Relevant working experience with outstanding performance.</li> </ol> </li> <li>2. Skills: <ol style="list-style-type: none"> <li>(a) Conversant with the Estate Agents Ordinance, its subsidiary legislation, practice direction and other relevant legislation.</li> <li>(b) Knowledge in IT applications.</li> <li>(c) Good communication and team management skills.</li> <li>(d) Extensive knowledge of agency business.</li> </ol> </li> </ol>
<i>Career Advancement</i>	: Manager/Branch Manager

<i>Job Level</i>	: <b>Technical Support and Operative</b>
<i>Job Title</i>	: Estate Agent/Salesperson
<i>Equivalent Title</i>	: Sales Executive Property Consultant
<i>Major Function</i>	: Carries out duties relating to the sale and purchase and leasing of properties.
<i>Responsibilities</i>	: <ol style="list-style-type: none"> <li>1. Obtains information about properties to be sold or leased and ascertains the requirements of prospective buyers or tenants.</li> <li>2. Introduces properties to prospective buyers or tenants and arranges for inspections of properties.</li> <li>3. Explains the terms of estate agency agreements, sale and purchase agreements or lease agreements and land search results.</li> </ol>
<i>General Qualification, Experience and Skills Requirements</i>	: <ol style="list-style-type: none"> <li>1. Qualification and Experience: <ol style="list-style-type: none"> <li>(a) Holder of valid Estate Agent's Licence (Individual) or Salesperson's Licence.</li> </ol> </li> <li>2. Skills: <ol style="list-style-type: none"> <li>(a) Well conversant with the Estate Agents Ordinance, its subsidiary legislation, practice direction and other relevant legislation.</li> <li>(b) Good communication and presentation skills.</li> <li>(c) Skills in IT applications.</li> </ol> </li> </ol>
<i>Career Advancement</i>	: Supervisor/Assistant Manager



## List of Abbreviations for Professional Bodies

### 專業團體簡稱名單

- CIH — The Chartered Institute of Housing  
英國特許房屋經理學會
- CIM — The Chartered Institute of Marketing  
英國特許市務學會
- HIREA — Hong Kong Institute of Real Estate Administrators  
香港地產行政師學會
- HKIA — The Hong Kong Institute of Architects  
香港建築師學會
- HKIE — The Hong Kong Institute of Engineers  
香港工程師學會
- HKIH — The Hong Kong Institute of Housing  
香港房屋經理學會
- HKIM — The Hong Kong Institute of Marketing  
香港市務學會
- HKIS — The Hong Kong Institute of Surveyors  
香港測量師學會
- RICS — The Royal Institution of Chartered Surveyors  
英國皇家特許測量師學會