MANAGE BACK OFFICE

UNIT CODE: BUS/OS/BF/CR/08/6/B

UNIT DESCRIPTION

This unit specifies the competencies required to manage back office. It involves processing employee salary, managing suspense account, managing asset register, managing office stationery, managing bank voucher, performing data clean up and managing customer account.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT **These describe the key outcomes which make up workplace function (to be stated in active)**	PERFORMANCE CRITERIA **These are assessable statements which specify the required level of performance for each of the elements (to be stated in passive voice)** ***Bold and italicized terms are elaborated in the Range***
1. Process employee salary	1.1 Business customer request is received as per standard operating procedures 1.2 Business customer request details are verified as per standard operating procedures 1.3 Business customer employee details are checked as the company records 1.4 Business customer account balance is checked as per standard operating procedures 1.5 Details of business customer employee are captured in the system as per organizational policy
2. Manage suspense account	2.1 Suspense reports are retrieved as per standard operating procedures 2.2 Suspense reports are analyzed as per standard operating procedures 2.3 Source of suspense entries are identified as per standard operating procedures 2.4 Entries in suspense account are acted on as per standard operating procedures
3. Manage asset register	3.1 Bank assets are marked as per standard operating procedures 3.2 Bank asset are posted in asset register as per standard operating procedures

	3.3 Bank asset register are maintained as per standard operating procedures 3.4 Asset requisition is handled as per organization policy
4. Manage office stationery	4.1 Record of bank stationery is maintained as per organizational policy 4.2 New asset requisition is handled as per organization policy 4.3 Reorder level is managed as per organizational policy 4.4 Obsolete stationery is disposed as per standard operating procedure 4.5 Stationery room is maintained as per standard operating procedure
5. Manage bank voucher	5.1 Vouchers are checked against record as per standard operating procedure 5.2 Vouchers are reconciled as per standard operating procedure 5.3 Vouchers are archived as per standard operating procedure 5.4 Vouchers are retrieved as per standard operating procedure 5.5 Vouchers are destroyed as per standard operating procedure
6. Perform data clean up	6.1 customer records are checked as per standard operating procedure 6.2 Customer details are checked as per standard operating procedure 6.3 Missing details are captured as per standard operating procedure 6.4 *Action* is taken as per standard operating procedure
7. Manage customer account	7.1 Customer account records are checked as per standard operating procedure 7.2 *Undesirable characteristics* are identified as per standard operating procedure

	7.3 Action is taken on undesirable characteristics as per banking policy

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

VARIABLE	RANGE
1. Action may include but not limited to:	• calling customer • flag account • collect the documents
2. Undesirable characteristics may include but not limited to:	• Zero balance account • Dormant account • Overdrawn account

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills
The individual needs to demonstrate the following skills:
- Communication
- Negotiation
- Conflict resolution
- Listening
- Budgeting
- Financial management
- Problem-solving

Required Knowledge
The individual needs to demonstrate knowledge of:
- Conflict resolution and negotiation techniques
- Credit and debt recovery principles and techniques.
- Financial delegations and limits applied within organization and specific to role
- Legislative, regulatory and industry code requirements.
- Organizational credit management policies and procedures
- Stress management techniques.

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical Aspects of Competency	Assessment requires evidence that the candidate:
	Demonstrated ability to:
	  1.1 Process employee salary
	  1.2 Identify source of suspense entries
	  1.3 Manage asset register
	  1.4 Manage office stationery
	  1.5 Manage voucher
	  1.6 Perform data clean up
	  1.7 Manage customer account

2. Resource Implications	Competency may be assessed
	  2.1 Off the job
	  2.2 on the job
	  2.3 During industrial attachment

1. Methods of Assessment	Competency in this unit may be assessed through:
	  3.1 Written tests
	  3.2 Oral questioning
	  3.3 Third party reports
	  3.4 Case studies

2. Context of Assessment	The following resources should be provided:
	  2.1 Access to relevant workplace where assessment can take place
	  2.2 Appropriately simulated environment where assessment can take place

3. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.