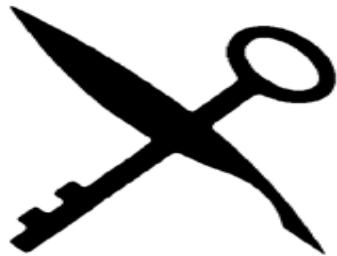


CHAPTER 69



RETAIL SERVICES SPECIALIST
(RS)

NAVPERS 18068F-69G
Change 105

Updated: January 2026

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RETAIL SERVICES SPECIALIST (RS)

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NAVY ENLISTED OCCUPATIONAL STANDARD

FOR

RETAIL SERVICES SPECIALIST (RS)



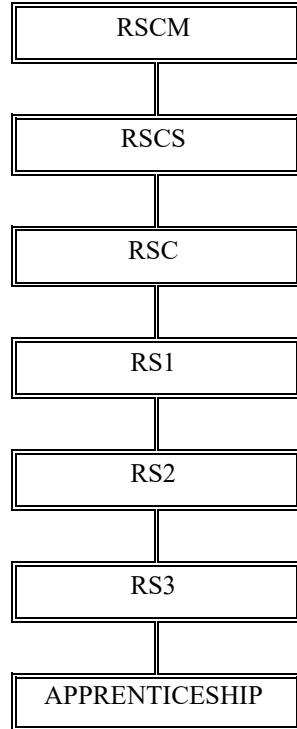
SCOPE OF RATING

Retail Services Specialists (RS) provide direct personal services by operating and managing retail and service activities to include: ship's stores, coffee bars, vending and Electronic Point of Sale (EPOS) machines, shipboard barbershops, laundry operations, postal services, and hotel services; and manage administrative and automated stock control functions for all activities operated.

This Occupational Standard is to be incorporated in Volume I, Part B, of the Manual of Navy Enlisted Manpower and Personnel Classifications and Occupational Standards (NAVPERS 18068F) as Chapter 69.

GENERAL INFORMATION

CAREER PATTERN



Normal path of advancement to Chief Warrant Officer and Limited Duty Officer categories can be found in OPNAVINST 1420.1.

For rating entry requirements, refer to MILPERSMAN 1306-618.

SAFETY

The observance of Operational Risk Management (ORM) and proper safety precautions in all areas is an integral part of each billet and the responsibility of every Sailor; therefore, it is a universal requirement for all ratings.

Job Title **Retail Operator** **Job Code** **001727**

Job Family Sales and Related **NOC** TBD **Short Title (30 Characters)** RETAIL OPERATOR **Short Title (14 Characters)** RETAIL OPER

Pay Plan Enlisted **Career Field** RS **Other Relationships and Rules** NEC 7XXX and SXXX series and other NECs as assigned

Job Description

Retail Operators manage all shipboard retail activities; maintain vending and Electronic Point of Sale (EPOS) machines; operate ship's stores; receive, check, store, and inventory merchandise and materials; track items entering or leaving the storeroom and report damaged or spoiled goods; sustain material condition of storerooms; process orders, receipts, inventory adjustments, etc.; use financial and inventory software applications; develop marketing strategies for ship's stores; oversee sales and service operations; ensure cleanliness is maintained in all ship's store spaces; and provide quality customer service.

DoD Relationship

<i>Group Title</i>	<i>DoD Code</i>	<i>Occupation Title</i>	<i>SOC Code</i>	<i>Job Family</i>
Sales Store	182300	First-Line Supervisors of Retail Sales Workers	41-1011.00	Sales and Related

Skills

Management of Financial Resources
Management of Material Resources
Monitoring
Coordination
Judgment and Decision Making
Operation and Control
Operations Analysis
Systems Evaluation
Equipment Maintenance
Mathematics

Abilities

Written Comprehension
Deductive Reasoning
Inductive Reasoning
Selective Attention
Information Ordering
Manual Dexterity
Visualization
Written Expression
Number Facility
Problem Sensitivity

GENERAL OPERATING PROCEDURES

Paygrade	Task Type	Task Statements
E6	CORE	Analyze customer survey data
E6	CORE	Analyze outgoing financial report data
E7	CORE	Assess retail and service operations
E6	CORE	Conduct material stowage inspections (e.g., secure for sea, deck grating, etc.)
E6	CORE	Conduct product and service Quality Assurance (QA)
E7	CORE	Coordinate retail and service systems updates
E7	CORE	Coordinate retail, postal, and service visits and training events
E6	CORE	Coordinate sanitation inspections with medical
E4	CORE	Determine operational conditions of retail, postal, and services machines and equipment
E6	CORE	Develop operational budgets (i.e., loadout plans)
E4	CORE	Display product prices
E7	CORE	Enforce retail, service, and postal policies and procedures (e.g., Standard Operating Procedures (SOP), publications, etc.)
E7	CORE	Enforce security procedure compliance for retail and postal activity spaces, merchandise, and funds
E7	CORE	Evaluate customer service
E7	CORE	Forecast retail, postal, and service operational needs (e.g., parts, supplies, etc.)
E6	CORE	Inspect retail and services work spaces

GENERAL OPERATING PROCEDURES (CONT'D)

<u>Paygrade</u>	<u>Task Type</u>	<u>Task Statements</u>
E4	CORE	Maintain key control logs
E7	CORE	Manage job completion of retail, postal, and services managers
E6	CORE	Manage retail and services stock items
E6	CORE	Manage retail, service, and postal policies and procedures (e.g., Standard Operating Procedures (SOP), publications, etc.)
E4	CORE	Organize retail and services storerooms
E4	CORE	Provide customer service
E6	CORE	Provide technical guidance and support to services and ship's stores afloat
E5	CORE	Replace Point of Sale (POS) equipment and components
E4	CORE	Report insect and pest infestations
E6	CORE	Resolve customer complaints
E4	CORE	Sanitize deep sinks
E4	CORE	Stow merchandise and supplies
E5	NON-CORE	Submit open purchase requests
E6	CORE	Survey crew to identify desired merchandise and services
E4	CORE	Transport materials to storerooms and activities
E7	CORE	Validate Coordinated Shipboard Allowance Lists (COSAL)
E6	CORE	Validate key control logs
E7	CORE	Validate operational budgets (i.e., loadout plans)
E6	CORE	Verify locally-generated logs (e.g., barbershop logs, key control logs, purchase order logs, etc.)
E6	CORE	Verify Point of Sale (POS) equipment and component replacements

RETAIL OPERATIONS

<u>Paygrade</u>	<u>Task Type</u>	<u>Task Statements</u>
E4	CORE	Accept change funds from disbursing
E4	CORE	Accept change funds in retail outlets
E5	CORE	Analyze retail and sale profit margins
E6	CORE	Analyze Retail Operations Management (ROM) data
E6	CORE	Analyze stock sales for trends
E7	CORE	Approve regular orders and special orders for retail merchandise
E4	CORE	Arrange retail merchandise items
E4	CORE	Arrange visual merchandise displays
E5	CORE	Assemble retained returns
E6	CORE	Audit receipt and expenditure documents
E6	CORE	Audit retained returns
E6	CORE	Audit the verifications and updates of Universal Product Codes (UPC)
E5	CORE	Balance cash collected from retail outlets
E4	CORE	Close register sessions
E5	CORE	Collect cash from retail outlets
E5	CORE	Conduct end of month closeouts

RETAIL OPERATIONS (CONT'D)

<u>Paygrade</u>	<u>Task Type</u>	<u>Task Statements</u>
E5	CORE	Conduct physical merchandise inventories (i.e., spot, random, and full)
E5	CORE	Conduct special sales events (e.g., hangar bay sales, pier sales, etc.)
E5	CORE	Conduct storeroom validity checks
E6	CORE	Coordinate logistical support for retail operations (i.e., ship's store merchandise)
E7	CORE	Coordinate special sales events (e.g., hangar bay sales, pier sales, etc.)
E5	CORE	Count cash collected from retail outlets
E4	NON-CORE	Create new menu items (i.e., coffee bar)
E5	CORE	Deposit cash collected from retail outlets
E5	CORE	Determine authorized inventory levels
E7	CORE	Determine markdown prices
E5	CORE	Enter retail information (e.g., inventory, breakouts, receipts, etc.) into Retail Operations Management (ROM) systems
E5	CORE	Generate returned merchandise documentation (i.e., credit memorandums) Implement
E7	CORE	emergency fall back procedures for retail
E5	CORE	Initiate intra-store transfer documentation (i.e., breakout requirements)
E7	CORE	Investigate Electronic Point of Sale (EPOS) or Non-Electronic Point of Sale (Non-EPOS) overages and shortages
E7	CORE	Issue electronic payment system refund vouchers
E5	CORE	Maintain car seal, expenditure, requisition, and purchase order logs
E5	CORE	Maintain cash logs (i.e., Cash Register Record (NAVSUP Form 469) and Cash Receipt Book (NAVSUP Form 470))
E4	CORE	Maintain retail and policy signage
E5	CORE	Maintain retail financial reports
E5	CORE	Maintain stock record cards (e.g., item retail price, cost price, quantity, locations, etc.)
E5	CORE	Make future stock recommendations
E7	CORE	Manage cost control cards (e.g., coffee bar)
E5	CORE	Manage logistical support for retail operations (e.g., ship's store merchandise)
E7	CORE	Manage Retail Operations Management (ROM) system assignments
E4	CORE	Open register sessions
E5	CORE	Organize ship's store files
E4	CORE	Perform Electronic Point of Sale (EPOS) end of day procedures
E4	CORE	Perform Electronic Point of Sale (EPOS) transactions
E4	CORE	Perform Non-Electronic Point of Sale (Non-EPOS) end of day procedures
E4	CORE	Perform preventive maintenance on vending machines
E4	CORE	Perform price validity checks
E7	CORE	Prepare assumed liabilities estimates and projections (e.g., surveys, markdowns, etc.)
E4	CORE	Prepare beverages (e.g., standard recipes, special orders, etc.)
E4	CORE	Prepare intra-store transfer documentation (i.e., breakout requirements)
E5	CORE	Prepare public vouchers for purchases and services other than personal
E5	CORE	Prepare regular orders and special orders for retail merchandise

RETAIL OPERATIONS (CONT'D)

<u>Paygrade</u>	<u>Task Type</u>	<u>Task Statements</u>
E5	CORE	Prepare requisition and invoice/shipping documents (i.e., Other Supply Officers (OSO) and issues to other appropriations)
E4	CORE	Prepare storeroom layouts
E5	CORE	Prepare surveys for lost or damaged merchandise (i.e., Financial Liability Investigation of Property Loss (DD FORM 200))
E4	CORE	Receive retail merchandise from vendors
E4	CORE	Receive storeroom stock
E5	CORE	Reconcile funds received (e.g., contributions, rebates, etc.)
E5	CORE	Reconcile unmatched expenditure listings
E5	CORE	Replace Card Accepting Devices (CAD)
E5	CORE	Replace vending machines and components
E4	CORE	Replenish ship's store merchandise
E4	CORE	Replenish vending machines
E5	CORE	Report Electronic Point of Sale (EPOS) or Non-Electronic Point of Sale (Non-EPOS) overages and shortages
E6	CORE	Report financial differences for retail operations
E4	CORE	Report lost or damaged merchandise
E5	CORE	Retain daily electronic payment system transaction reports
E5	CORE	Return merchandise to vendor
E4	CORE	Rotate ship's store stock
E4	CORE	Rotate storeroom stock
E4	NON-CORE	Sanitize beverage machines (i.e., coffee machines)
E4	CORE	Sanitize beverage preparation areas
E4	CORE	Sanitize beverage service areas
E4	CORE	Sanitize refrigerated spaces
E4	CORE	Sanitize storerooms
E4	CORE	Sanitize utensils
E4	CORE	Sanitize vending machines and components
E4	CORE	Secure Group III spaces and merchandise (e.g., ship's store, storeroom, vending, etc.)
E5	CORE	Submit Continuous Monitoring Program (CMP) reports
E5	CORE	Submit electronic payment system trouble calls
E5	CORE	Submit Navy Electronic Commerce Online (NECO) system procurement orders
E5	CORE	Submit Retail Operations Management (ROM) system trouble calls
E5	CORE	Submit retail service requests (i.e., vending machine repair)
E5	CORE	Update Universal Product Codes (UPC)
E7	CORE	Validate cash logs (i.e., Cash Register Record (NAVSUP Form 469) and Cash Receipt Book (NAVSUP Form 470))
E7	CORE	Validate electronic payment system and Retail Operations Management (ROM) cash reports (e.g., Navy Cash, Eagle Cash, etc.)
E7	CORE	Validate reconciliations of funds received (e.g., contributions, rebates, etc.)

RETAIL OPERATIONS (CONT'D)

<u>Paygrade</u>	<u>Task Type</u>	<u>Task Statements</u>
E7	CORE	Validate surveys for lost or damaged merchandise (i.e., Financial Liability Investigation of Property Loss (DD FORM 200))
E6	CORE	Verify Card Accepting Device (CAD) replacements
E7	CORE	Verify cash collected from retail outlets
E6	CORE	Verify completion of storeroom validity checks
E6	CORE	Verify end of month closeouts
E5	CORE	Verify price validity checks
E6	CORE	Verify public vouchers for purchases and services other than personal
E6	CORE	Verify regular orders and special orders for retail merchandise
E6	CORE	Verify requisition and invoice/shipping documents (i.e., Other Supply Officers (OSO) and issues to other appropriations)
E6	CORE	Verify retail and sale profit margins
E6	CORE	Verify retail service requests (i.e., vending machine repair)
E6	CORE	Verify returned merchandise documentation (i.e., credit memorandums)
E6	CORE	Verify stock record cards (e.g., item retail price, cost price, quantity, locations, etc.)
E4	CORE	Verify Universal Product Codes (UPC)
E6	CORE	Verify unmatched expenditure listing reconciliations

Job Title **Laundry Operator** **Job Code** **001732**

Job Family Production **NOC** TBD **Short Title (30 Characters)** LAUNDRY OPERATOR **Short Title (14 Characters)** LAUNDRY OPER

Pay Plan Enlisted **Career Field** RS **Other Relationships and Rules**
NEC 7XXX and SXXX series and other NECs as assigned

Job Description

Laundry Operators receive, process, and issue shipboard laundry; operate washing machines to clean shipboard linen and uniform articles; maintain sanitation requirements; conduct and manage hotel services; and provide quality customer service.

DoD Relationship

<i>Group Title</i>	<i>DoD Code</i>	O*NET Relationship
Laundry and Personnel Service, General	184000	<i>Occupation Title</i> Laundry and Dry-Cleaning Workers <i>SOC Code</i> 51-6011.00 <i>Job Family</i> Production

Skills

Coordination
Management of Material Resources
Quality Control Analysis
Monitoring
Time Management
Judgment and Decision Making
Service Orientation
Operation and Control
Equipment Maintenance
Management of Personnel Resources

Abilities

Written Comprehension
Inductive Reasoning
Deductive Reasoning
Oral Expression
Problem Sensitivity
Spatial Orientation
Written Expression
Information Ordering
Selective Attention
Static Strength

GENERAL OPERATING PROCEDURES

Paygrade	Task Type	Task Statements
E6	CORE	Analyze customer survey data
E7	CORE	Assess retail and service operations
E6	CORE	Conduct material stowage inspections (e.g., secure for sea, deck grating, etc.)
E6	CORE	Conduct product and service Quality Assurance (QA)
E7	CORE	Coordinate retail and service systems updates
E7	CORE	Coordinate retail, postal, and service visits and training events
E6	CORE	Coordinate sanitation inspections with medical
E4	CORE	Determine operational conditions of retail, postal, and services machines and equipment
E6	CORE	Develop operational budgets (i.e., loadout plans)
E7	CORE	Enforce retail, service, and postal policies and procedures (e.g., Standard Operating Procedures (SOP), publications, etc.)
E7	CORE	Enforce security procedure compliance for service activity spaces
E7	CORE	Evaluate customer service
E7	CORE	Forecast retail, postal, and service operational needs (e.g., parts, supplies, etc.)
E6	CORE	Inspect retail and services work spaces
E4	CORE	Maintain key control logs
E7	CORE	Manage job completion of retail, postal, and services managers
E6	CORE	Manage retail and services stock items
E6	CORE	Manage retail, service, and postal policies and procedures (e.g., Standard Operating Procedures (SOP), publications, etc.)

GENERAL OPERATING PROCEDURES (CONT'D)

<u>Paygrade</u>	<u>Task Type</u>	<u>Task Statements</u>
E4	CORE	Organize retail and services storerooms
E4	CORE	Provide customer service
E6	CORE	Provide technical guidance and support to services and ship's stores afloat
E4	CORE	Report insect and pest infestations
E6	CORE	Resolve customer complaints
E4	CORE	Sanitize deep sinks
E4	CORE	Secure Group IV spaces
E4	CORE	Stow merchandise and supplies
E5	NON-CORE	Submit open purchase requests
E6	CORE	Survey crew to identify desired merchandise and services
E4	CORE	Transport materials to storerooms and activities
E7	CORE	Validate Coordinated Shipboard Allowance Lists (COSAL)
E6	CORE	Validate key control logs
E7	CORE	Validate operational budgets (i.e., loadout plans)
E6	CORE	Verify locally-generated logs (e.g., barbershop logs, key control logs, purchase order logs, etc.)

HOTEL SERVICES

<u>Paygrade</u>	<u>Task Type</u>	<u>Task Statements</u>
E7	NON-CORE	Approve stateroom, barracks room, and key card assignments
E6	NON-CORE	Assign staterooms, barracks rooms, and key cards
E4	NON-CORE	Clean staterooms
E4	NON-CORE	Collect processed laundry
E4	NON-CORE	Collect soiled laundry
E5	NON-CORE	Conduct furniture inventories
E6	NON-CORE	Conduct stateroom and barracks room vacancy inspections
E6	NON-CORE	Coordinate logistical support for hotel services
E4	NON-CORE	Deliver processed laundry
E4	NON-CORE	Drop off soiled laundry
E5	NON-CORE	Inspect occupied barracks rooms
E5	NON-CORE	Inventory Very Important Person (VIP) stateroom and barracks consumables (e.g., sheets, robes, towels, etc.)
E4	CORE	Maintain hotel service and policy signage
E7	NON-CORE	Maintain hotel service key control
E4	NON-CORE	Maintain hotel services files
E6	NON-CORE	Maintain stateroom and key card assignment logs
E6	NON-CORE	Manage front desk operations
E7	NON-CORE	Manage hotel services administrative staff (e.g., civilian, military, etc.)
E7	NON-CORE	Manage hotel services maintenance personnel
E6	NON-CORE	Manage housekeeping personnel
E5	NON-CORE	Manage logistical support for hotel services

HOTEL SERVICES (CONT'D)

<u>Pavgrade</u>	<u>Task Type</u>	<u>Task Statements</u>
E6	NON-CORE	Manage occupied barracks rooms inspections
E7	NON-CORE	Manage phased replacement programs
E7	NON-CORE	Manage stateroom and barracks room vacancy inspections
E4	NON-CORE	Perform preventive maintenance on linen lockers
E5	NON-CORE	Requisition consumables
E5	NON-CORE	Supervise front desk operations
E6	NON-CORE	Supervise hotel services administrative staff (e.g., civilian, military, etc.)
E6	NON-CORE	Supervise hotel services maintenance personnel
E5	NON-CORE	Supervise housekeeping personnel
E6	NON-CORE	Supervise maintenance and upkeep of barracks grounds (e.g., common areas, parking lots, laundry facilities, etc.)
E6	NON-CORE	Verify furniture inventories
E6	NON-CORE	Verify Very Important Person (VIP) stateroom and barracks consumables (e.g., sheets, robes, towels, etc.)

LAUNDRY SERVICES

<u>Pavgrade</u>	<u>Task Type</u>	<u>Task Statements</u>
E7	CORE	Approve laundry supply requests
E4	CORE	Classify laundry items
E4	NON-CORE	Clean ducts and vents
E4	CORE	Clean primary and secondary lint traps
E6	CORE	Coordinate logistical support for laundry operations (e.g., parts, supplies, washers, contract work, etc.)
E4	CORE	Document receipt of laundry
E5	NON-CORE	Inspect ducts and vents
E5	CORE	Investigate lost or damaged laundry
E4	CORE	Issue processed laundry items
E4	CORE	Maintain laundry logs (e.g., bulk, press deck, heat stress, maintenance, etc.)
E4	CORE	Maintain laundry service and policy signage (e.g., Safety Data Sheets (SDS), sanitation, etc.)
E5	CORE	Manage logistical support for laundry operations (e.g., parts, supplies, washers, contract work, etc.)
E4	CORE	Prepare laundry supply requests
E6	CORE	Process laundry claims
E4	CORE	Process ship's laundry (e.g., wash, dry, press, etc.)
E4	CORE	Receive laundry supplies
E6	CORE	Recommend laundry schedules
E4	CORE	Replace laundry press pads and covers
E5	CORE	Submit laundry supply requests
E7	CORE	Validate laundry claims
E7	CORE	Validate laundry logs (e.g., bulk, press deck, heat stress, maintenance, etc.)

LAUNDRY SERVICES (CONT'D)

<u>Paygrade</u>	<u>Task Type</u>	<u>Task Statements</u>
E7	CORE	Validate laundry schedules
E4	NON-CORE	Verify pickup and delivery of Very Important Person (VIP) laundry

Job Title **Barber** **Job Code** **001737**

Job Family Personal Care and Service **NOC** TBD **Short Title (30 Characters)** BARBER **Short Title (14 Characters)** BARBER

Pay Plan Enlisted **Career Field** RS **Other Relationships and Rules** NEC 7XXX and SXXX series and other NECs as assigned

Job Description

Barbers provide military regulation haircuts and cosmetology services; maintain sanitation requirements; conduct and manage hotel services; and provide quality customer service.

DoD Relationship **O*NET Relationship**

Group Title Laundry and Personal Service, General	DoD Code 184000	Occupation Title Barbers	SOC Code 39-5011.00	Job Family Personal Care and Service
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Skills

Coordination
Management of Material Resources
Service Orientation
Time Management
Quality Control Analysis
Monitoring
Judgment and Decision Making
Management of Personnel Resources
Operation and Control
Equipment Maintenance

Abilities

Deductive Reasoning
Written Comprehension
Inductive Reasoning
Oral Expression
Problem Sensitivity
Written Expression
Spatial Orientation
Information Ordering
Manual Dexterity
Selective Attention

BARBER SERVICES

Paygrade	Task Type	Task Statements
E7	CORE	Approve barber supply requests
E6	CORE	Coordinate logistical support for barber operations (e.g., supplies, equipment, etc.)
E4	CORE	Maintain barbershop and policy signage (e.g., Safety Data Sheets (SDS), sanitation, etc.)
E4	CORE	Maintain barbershop appointment lists
E4	CORE	Maintain barbershop logs
E5	CORE	Manage logistical support for barber operations (e.g., supplies, equipment, etc.)
E4	CORE	Perform preventive maintenance on barber equipment
E4	CORE	Prepare barber supply requests
E4	CORE	Provide barber and cosmetology services
E4	CORE	Sanitize barber equipment
E4	CORE	Sanitize barber stations
E5	CORE	Submit barber supply requests

GENERAL OPERATING PROCEDURES

Paygrade	Task Type	Task Statements
E6	CORE	Analyze customer survey data
E7	CORE	Assess retail and service operations
E6	CORE	Conduct material stowage inspections (e.g., secure for sea, deck grating, etc.)
E6	CORE	Conduct product and service Quality Assurance (QA)
E7	CORE	Coordinate retail, postal, and service visits and training events

GENERAL OPERATING PROCEDURES (CONT'D)

<u>Paygrade</u>	<u>Task Type</u>	<u>Task Statements</u>
E6	CORE	Coordinate sanitation inspections with medical
E4	CORE	Determine operational conditions of retail, postal, and services machines and equipment
E6	CORE	Develop operational budgets (i.e., loadout plans)
E7	CORE	Enforce retail, service, and postal policies and procedures (e.g., Standard Operating Procedures (SOP), publications, etc.)
E7	CORE	Enforce security procedure compliance for service activity spaces
E7	CORE	Evaluate customer service
E7	CORE	Forecast retail, postal, and service operational needs (e.g., parts, supplies, etc.)
E6	CORE	Inspect retail and services work spaces
E4	CORE	Maintain key control logs
E7	CORE	Manage job completion of retail, postal, and services managers
E6	CORE	Manage retail and services stock items
E6	CORE	Manage retail, service, and postal policies and procedures (e.g., Standard Operating Procedures (SOP), publications, etc.)
E4	CORE	Organize retail and services storerooms
E4	CORE	Provide customer service
E6	CORE	Provide technical guidance and support to services and ship's stores afloat
E4	CORE	Report insect and pest infestations
E6	CORE	Resolve customer complaints
E4	CORE	Secure Group IV spaces
E4	CORE	Stow merchandise and supplies
E5	NON-CORE	Submit open purchase requests
E6	CORE	Survey crew to identify desired merchandise and services
E4	CORE	Transport materials to storerooms and activities
E7	CORE	Validate Coordinated Shipboard Allowance Lists (COSAL)
E6	CORE	Validate key control logs
E7	CORE	Validate operational budgets (i.e., loadout plans)
E6	CORE	Verify locally-generated logs (e.g., barbershop logs, key control logs, purchase order logs, etc.)

HOTEL SERVICES

<u>Paygrade</u>	<u>Task Type</u>	<u>Task Statements</u>
E7	NON-CORE	Approve stateroom, barracks room, and key card assignments
E6	NON-CORE	Assign staterooms, barracks rooms, and key cards
E4	NON-CORE	Clean staterooms
E4	NON-CORE	Collect processed laundry
E4	NON-CORE	Collect soiled laundry
E5	NON-CORE	Conduct furniture inventories
E6	NON-CORE	Conduct stateroom and barracks room vacancy inspections
E6	NON-CORE	Coordinate logistical support for hotel services

HOTEL SERVICES (CONT'D)

<u>Paygrade</u>	<u>Task Type</u>	<u>Task Statements</u>
E4	NON-CORE	Deliver processed laundry
E4	NON-CORE	Drop off soiled laundry
E5	NON-CORE	Inspect occupied barracks rooms
E5	NON-CORE	Inventory Very Important Person (VIP) stateroom and barracks consumables (e.g., sheets, robes, towels, etc.)
E4	CORE	Maintain hotel service and policy signage
E7	NON-CORE	Maintain hotel service key control
E4	NON-CORE	Maintain hotel services files
E6	NON-CORE	Maintain stateroom and key card assignment logs
E6	NON-CORE	Manage front desk operations
E7	NON-CORE	Manage hotel services administrative staff (e.g., civilian, military, etc.)
E7	NON-CORE	Manage hotel services maintenance personnel
E6	NON-CORE	Manage housekeeping personnel
E5	NON-CORE	Manage logistical support for hotel services
E6	NON-CORE	Manage occupied barracks rooms inspections
E7	NON-CORE	Manage phased replacement programs
E7	NON-CORE	Manage stateroom and barracks room vacancy inspections
E4	NON-CORE	Perform preventive maintenance on linen lockers
E5	NON-CORE	Requisition consumables
E5	NON-CORE	Supervise front desk operations
E6	NON-CORE	Supervise hotel services administrative staff (e.g., civilian, military, etc.)
E6	NON-CORE	Supervise hotel services maintenance personnel
E5	NON-CORE	Supervise housekeeping personnel
E6	NON-CORE	Supervise maintenance and upkeep of barracks grounds (e.g., common areas, parking lots, laundry facilities, etc.)
E6	NON-CORE	Verify furniture inventories
E6	NON-CORE	Verify Very Important Person (VIP) stateroom and barracks consumables (e.g., sheets, robes, towels, etc.)

Job Title **Postal Clerk** **Job Code** **002806**

Job Family Office and Administrative Support	NOC TBD	Short Title (30 Characters) POSTAL CLERK	Short Title (14 Characters) POSTAL CLERK
Pay Plan Enlisted	Career Field RS	Other Relationships and Rules NEC 7XXX and SXXX series and other NECs as assigned	

Job Description

Postal Clerks are Retail Services Specialists (RS) that manage Military Post Offices (MPO), afloat and ashore; process and dispatch all classes of mail and parcel post; direct and route the transportation of mail; prepare and maintain postal records and reports; interact with United States Postal Service (USPS) and Department of Defense (DoD) automated systems; process postal customer service transactions; and provide quality customer service.

DoD Relationship		O*NET Relationship		
<i>Group Title</i> Postal	<i>DoD Code</i> 155400	<i>Occupation Title</i> Mail Clerks and Mail Machine Operators, Except Postal Service	<i>SOC Code</i> 43-9051.00	<i>Job Family</i> Office and Administrative Support

Skills

Monitoring
Judgment and Decision Making
Coordination
Management of Material Resources
Operation and Control
Service Orientation
Quality Control Analysis
Time Management
Complex Problem Solving
Management of Financial Resources

Abilities

Written Comprehension
Inductive Reasoning
Deductive Reasoning
Selective Attention
Written Expression
Information Ordering
Category Flexibility
Problem Sensitivity
Speed of Closure
Perceptual Speed

GENERAL OPERATING PROCEDURES

Paygrade	Task Type	Task Statements
E6	CORE	Analyze outgoing financial report data
E6	CORE	Conduct material stowage inspections (e.g., secure for sea, deck grating, etc.)
E6	CORE	Conduct product and service Quality Assurance (QA)
E7	CORE	Coordinate retail, postal, and service visits and training events
E4	CORE	Determine operational conditions of retail, postal, and services machines and equipment
E4	CORE	Display product prices
E7	CORE	Enforce retail, service, and postal policies and procedures (e.g., Standard Operating Procedures (SOP), publications, etc.)
E7	CORE	Enforce security procedure compliance for retail and postal activity spaces, merchandise, and funds
E7	CORE	Evaluate customer service
E7	CORE	Forecast retail, postal, and service operational needs (e.g., parts, supplies, etc.)
E4	CORE	Maintain key control logs
E7	CORE	Manage job completion of retail, postal, and services managers
E6	CORE	Manage retail, service, and postal policies and procedures (e.g., Standard Operating Procedures (SOP), publications, etc.)
E4	CORE	Provide customer service
E5	CORE	Replace Point of Sale (POS) equipment and components
E4	CORE	Report insect and pest infestations

GENERAL OPERATING PROCEDURES (CONT'D)

<u>Paygrade</u>	<u>Task Type</u>	<u>Task Statements</u>
E6	CORE	Resolve customer complaints
E4	CORE	Stow merchandise and supplies
E5	NON-CORE	Submit open purchase requests
E4	CORE	Transport materials to storerooms and activities
E7	CORE	Validate Coordinated Shipboard Allowance Lists (COSAL)
E6	CORE	Validate key control logs
E6	CORE	Verify locally-generated logs (e.g., barbershop logs, key control logs, purchase order logs, etc.)
E6	CORE	Verify Point of Sale (POS) equipment and component replacements

POSTAL SERVICES

<u>Paygrade</u>	<u>Task Type</u>	<u>Task Statements</u>
E7	CORE	Approve Application for Refund of Fees, Products and Withdrawal of Customer Accounts (PS Form 3533) forms
E7	CORE	Approve Daily Financial Report (PS Form 1412) forms
E4	CORE	Assign individual mailboxes in Automated Military Postal System (AMPS)
E5	CORE	Collect afloat meter finance data
E7	CORE	Coordinate Department of Defense (DoD) mail movements
E5	CORE	Coordinate local mail movements
E6	CORE	Coordinate logistical support for postal operations (e.g., Mail Routing Instructions (MRI), supplies, equipment, etc.)
E4	CORE	Deliver accountable mail (e.g., certified, registered, etc.)
E4	CORE	Deliver official mail
E4	CORE	Deliver personal mail (non-accountable)
E7	CORE	Document suspicious mail
E4	CORE	Implement suspicious mail response procedures
E4	CORE	Input accountable mail (e.g., certified, registered, etc.)
E7	CORE	Input afloat meter finance data
E4	CORE	Input Irregularities in Makeup and Dispatch of Mail (DD FORM 2273)
E4	CORE	Input nested retro-grade customs required mail
E5	CORE	Input official mail
E4	CORE	Input personal mail (non-accountable)
E4	CORE	Inspect mail containers
E7	CORE	Inspect mail handling procedures
E7	CORE	Inspect postal operations
E4	CORE	Maintain Individual Mail Lock Boxes (IMLB)
E4	CORE	Maintain post office and policy signage
E5	CORE	Maintain postal files
E5	CORE	Maintain postal services key control (i.e., mailboxes, post offices, and registered cages)
E7	CORE	Maintain postal services key control programs

POSTAL SERVICES (CONT'D)

<u>Paygrade</u>	<u>Task Type</u>	<u>Task Statements</u>
E4	CORE	Manage logistical support for postal operations (e.g., Mail Routing Instructions (MRI), supplies, equipment, etc.)
E5	CORE	Manage mail orderly programs
E7	CORE	Manage postal accounts
E5	NON-CORE	Manage postal stock materials and supplies
E5	CORE	Prepare Application for Refund of Fees, Products and Withdrawal of Customer Accounts (PS Form 3533) forms
E5	CORE	Prepare Daily Financial Report (PS Form 1412) forms
E5	CORE	Prepare Designation/Termination MPC-FPC-COPE-PFO (DD FORM 2257) forms
E4	CORE	Prepare manifest dispatch bills
E5	CORE	Prepare Registered Mail - Balance and Inventory (DD FORM 2261) forms
E4	CORE	Process accountable mail (e.g., certified, registered, etc.)
E4	CORE	Process customs endorsements
E4	CORE	Process money order transactions
E5	CORE	Process official mail
E4	CORE	Process personal mail (non-accountable)
E4	CORE	Process postage meter transactions
E5	CORE	Process postal claims and inquiries
E4	CORE	Process postal customer service transactions
E4	CORE	Process undeliverable mail
E5	CORE	Report accountable equipment inventories (i.e., Supplies and Equipment Receipt (PS Form 1590))
E7	CORE	Report postal offenses
E5	CORE	Requisition Mail Transportation Equipment (MTE)
E4	CORE	Sanitize mail containers
E5	CORE	Secure registered mail (e.g., cages, sections, etc.)
E7	CORE	Submit Postal Net Alerts (PNA)
E5	CORE	Update Military Post Office (MPO) profiles in Automated Military Postal System (AMPS)
E5	CORE	Validate accountable mail (e.g., certified, registered, etc.)
E5	CORE	Validate official mail
E7	CORE	Verify accountable mail (e.g., certified, registered, etc.)
E7	CORE	Verify Automated Military Postal System (AMPS) information
E4	CORE	Verify country restrictions
E4	CORE	Verify Fleet Post Office (FPO), Army Post Office (APO), and Diplomatic Post Office (DPO) restrictions
E7	CORE	Verify nested retro-grade ratios
E7	CORE	Verify official mail
E5	CORE	Verify postage meter transactions
E7	CORE	Verify Product Tracking and Reporting (PTR)
E7	CORE	Verify Registered Mail - Balance and Inventory (DD FORM 2261) forms

POSTAL SERVICES (CONT'D)

<u>Paygrade</u>	<u>Task Type</u>	<u>Task Statements</u>
E7	CORE	Verify security of postal spaces
E4	CORE	Verify United States Postal Service (USPS) Customs Declaration (PS Form 2976) forms