CHAPTER 69

RETAIL SERVICES SPECIALIST
(RS)

NAVADMIN 226/19 announced the Ship's Serviceman (SH) rating name was changing to Retail Services Specialist (RS) effective on 1 October 2019. The underlying tasks in this OCCSTD remain unchanged and were last validated by the resource sponsor in April 2019.

The Postal Clerk NEBC and associated tasks have been incorporated in this OCCSTD at the direction of the Rating Sponsor. These postal tasks are identical to the postal tasks contained in the Logistics Specialist (LS) rating as the work begins to shift from the LS rating to the RS rating.

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NAVY ENLISTED OCCUPATIONAL STANDARD
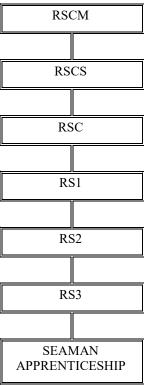
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RETAIL SERVICES SPECIALIST (RS)

SCOPE OF RATING

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

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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

RSCM

RSCS

RSC

RS1

RS2

RS3

SEAMAN APPRENTICESHIP

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				**Job Code**

Retail Operator

001727

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

Pay Plan	**Career Field**	**Other Relationships and Rules**
Enlisted	RS	NEC S00A 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 stores afloat; receive, check, store, and inventory merchandise and materials; track items entering or leaving the storeroom and report damaged or spoiled goods; use hand-held scanners to track inventories; sustain material condition of storerooms; process orders, receipts, inventory adjustments, etc.; use financial and inventory software applications; develop marketing strategies for ship stores; oversee sales and service operations; ensure cleanliness is maintained in all ships store spaces; conduct and manage hotel services; and provide quality customer service.

DoD Relationship   **O*NET Relationship**

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

Skills	**Abilities**
Management of Material Resources	*Visualization*
Coordination	*Problem Sensitivity*
Monitoring	*Written Comprehension*
Systems Evaluation	*Deductive Reasoning*
Operation and Control	*Selective Attention*
Operations Analysis	*Number Facility*
Judgment and Decision Making	*Oral Expression*
Mathematics	*Written Expression*
Quality Control Analysis	*Manual Dexterity*
Management of Financial Resources	*Information Ordering*

HOTEL SERVICES

Paygrade	**Task Type**	**Task Statements**
E7	NON-CORE	Approve stateroom and key card access
E6	NON-CORE	Assign stateroom and barracks room key cards
E5	NON-CORE	Conduct furniture inventories
E6	NON-CORE	Conduct stateroom and barrack room vacancy inspections
E5	NON-CORE	Inventory Very Important Person (VIP) stateroom and barrack consumables (e.g., sheets, robes, towels, etc.)
E7	NON-CORE	Log stateroom and key card assignments
E4	NON-CORE	Maintain hotel services financial reports
E4	NON-CORE	Organize supply storerooms
E4	NON-CORE	Perform preventive maintenance on linen lockers
E4	NON-CORE	Requisition consumables
E6	NON-CORE	Validate key control logs
E6	NON-CORE	Verify furniture inventories
E7	NON-CORE	Verify hotel services financial reports
E6	NON-CORE	Verify Very Important Person (VIP) stateroom and barrack consumables (e.g., sheets, robes, towels, etc.)

MANAGEMENT AND SUPERVISION

Paygrade	Task Type	Task Statements
E6	CORE	Analyze customer survey data
E6	CORE	Analyze outgoing financial report data
E5	CORE	Analyze retail and sale profit margins
E6	CORE	Analyze Retail Operation Management (ROM) data
E6	CORE	Analyze stock sales for trends
E7	CORE	Approve retail special orders
E5	CORE	Assemble ship store returns
E7	CORE	Assess retail and service operations
E7	CORE	Audit quarterly retain returns
E6	CORE	Audit receipt and expenditure documents
E6	CORE	Audit ship store records and returns
E6	CORE	Audit the verification and updates of Universal Product Codes (UPC)
E6	CORE	Conduct itemized merchandise inventories
E6	NON-CORE	Conduct material stowage inspections (e.g., secure for sea, deck grating, etc.)
E5	CORE	Coordinate logistical support for retail operations (e.g., ship store merchandise, etc.)
E7	CORE	Coordinate retail and service systems updates
E7	CORE	Coordinate retail and service visits and training events
E6	CORE	Coordinate sanitation inspections
E6	CORE	Determine authorized inventory
E6	CORE	Determine markdown prices
E6	CORE	Develop operational budgets (e.g., load out plans)
E7	CORE	Enforce retail and service policies and procedures (e.g., Standard Operating Procedures (SOPs), publications, etc.)
E5	CORE	Enforce security procedure compliance for retail activity spaces, merchandise, and funds
E6	CORE	Evaluate customer service
E4	CORE	Inspect product quality
E5	CORE	Make future stock recommendations
E7	CORE	Manage cost control cards (e.g., coffee bar)
E7	NON-CORE	Manage hotel services administrative staff (civilian and military)
E7	NON-CORE	Manage hotel services maintenance personnel
E7	CORE	Manage job completion of retail and services managers
E6	CORE	Manage logistical support for retail operations (e.g., ship store merchandise, etc.)
E7	CORE	Manage retail and service policies and procedures (e.g., Standard Operating Procedures(SOPs), publications, etc.)
E7	NON-CORE	Manage stateroom and barrack room vacancy inspections
E5	CORE	Organize ship store files
E5	CORE	Perform end of month close-outs
E5	CORE	Prepare public vouchers for purchases and services other than personal

Paygrade	Task Type	Task Statements
E5	CORE	Prepare requisition and invoice/shipping documents (i.e., Other Supply Officers (OSO), issues to other appropriations)
E7	CORE	Project retail and service operational needs (e.g., parts, supplies, etc.)
E7	CORE	Provide technical guidance and support to ship store afloat
E5	CORE	Reconcile unmatched expenditure listings
E5	CORE	Report Electronic Point of Sale (EPOS) or non-Electronic Point of Sale (EPOS) overages and shortages
E6	CORE	Report financial differences for retail operations
E4	CORE	Report insect and pest infestations
E6	CORE	Resolve customer complaints
E6	CORE	Review locally-generated logs
E4	CORE	Stow merchandise and supplies
E6	NON-CORE	Supervise hotel services administrative staff (civilian and military)
E6	NON-CORE	Supervise hotel services maintenance personnel
E5	CORE	Survey crew to identify desired merchandise and services
E4	CORE	Transport material to storerooms and activities
E5	CORE	Update Universal Product Codes (UPC)
E7	CORE	Validate Coordinated Shipboard Allowance List (COSAL)
E6	CORE	Validate Navy Cash and Retail Operation Management (ROM) cash reports
E7	CORE	Validate operational budgets (e.g., load out plans)
E6	CORE	Validate reconciliation of funds received (e.g., contributions, rebates, etc.)
E6	CORE	Validate surveys for lost or damaged merchandise (DD Form 200)
E5	CORE	Verify Card Access Device (CAD) replacements
E6	CORE	Verify completion of bulk storeroom validity checks
E6	CORE	Verify end of month close-outs
E5	CORE	Verify Navy Cash Point of Sale (POS) equipment and component replacements
E6	CORE	Verify orders for supplies or services
E5	CORE	Verify price validity checks
E6	CORE	Verify public vouchers for purchases and services other than personal
E6	CORE	Verify requisition and invoice/shipping documents (i.e., Other Supply Officers (OSO), issues to other appropriations)
E6	CORE	Verify retail and sale profit margins
E6	CORE	Verify unmatched expenditure listings

RETAIL OPERATIONS

Paygrade	Task Type	Task Statements
E5	CORE	Accept change funds from disbursing
E4	CORE	Accept change funds in retail outlets
E4	CORE	Arrange retail merchandise items
E4	CORE	Arrange visual merchandise displays
E5	CORE	Balance cash collected from retail outlets

Paygrade	Task Type	Task Statements
E4	CORE	Close register sessions
E5	CORE	Collect cash from retail outlets
E5	CORE	Conduct bulk storeroom validity checks
E4	CORE	Conduct Electronic Point of Sale (EPOS) operations
E5	CORE	Conduct physical merchandise inventories
E4	CORE	Conduct price validity checks
E5	CORE	Conduct 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
E5	CORE	Deposit cash collected from retail outlets
E4	CORE	Determine operational condition of retail machines and equipment
E4	CORE	Display product prices
E4	CORE	Enter retail information (e.g., inventory, breakout, receipts, etc.) into retail operations systems (e.g., handheld devices)
E5	CORE	Generate returned merchandise documentation (e.g., credit memorandums)
E6	CORE	Implement emergency fall back procedures for retail
E4	CORE	Initiate intra-store transfer documentation (i.e., breakout requirements)
E6	CORE	Issue Navy Cash refund vouchers
E5	CORE	Maintain cash logs
E5	CORE	Maintain expenditure, requisition, and purchase order logs
E5	CORE	Maintain retail and policy signage
E5	CORE	Maintain stock record cards (e.g., retail price, cost price, amounts, locations, etc.)
E4	CORE	Open register sessions
E4	CORE	Perform Electronic Point of Sale (EPOS) end of day procedures
E4	CORE	Perform non-Electronic Point of Sale (EPOS) end of day procedures
E4	CORE	Perform preventive maintenance on vending machines
E5	CORE	Post store receipts in retail database
E6	CORE	Prepare assumed liabilities estimates and projections (e.g., surveys, markdowns, etc.)
E4	CORE	Prepare beverages (e.g., standard recipes, special orders, etc.)
E5	CORE	Prepare intra-store transfer documentation (i.e., breakout requirements)
E5	CORE	Prepare orders for supplies or services
E4	CORE	Prepare storeroom layout
E5	CORE	Prepare surveys for lost or damaged merchandise (DD Form 200)
E4	CORE	Receive retail merchandise
E4	CORE	Receive storeroom stock
E5	CORE	Reconcile funds received (e.g., contributions, rebates, etc.)
E4	CORE	Replace Navy Cash Point of Sale (POS) equipment and components
E4	CORE	Replace Navy Cash system Card Access Devices (CAD)
E4	CORE	Replace vending machines and components

Paygrade	Task Type	Task Statements
E4	CORE	Replenish ship store merchandise
E4	CORE	Replenish vending machines
E4	CORE	Report lost or damaged merchandise
E5	CORE	Retain daily Navy Cash transaction reports
E4	CORE	Return merchandise to vendor
E4	CORE	Rotate store stock
E4	CORE	Rotate storeroom stock
E4	CORE	Sanitize beverage machines (e.g., coffee machines)
E4	CORE	Sanitize beverage preparation areas
E4	CORE	Sanitize beverage service areas
E4	CORE	Sanitize deep sinks
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 store, storeroom, vending, etc.)
E6	CORE	Submit Continuous Monitoring Program (CMP) reports
E5	CORE	Submit Navy Cash trouble calls
E5	CORE	Submit Navy Electronic Commerce Online (NECO) system procurement orders
E5	CORE	Submit Retail Operation Management (ROM) system trouble calls
E6	CORE	Verify cash collected from retail outlets
E6	CORE	Verify retail operations system assignments
E6	CORE	Verify stock record cards (e.g., retail price, cost price, amounts, locations, etc.)
E4	CORE	Verify Universal Product Codes (UPC)
E6	CORE	Verify vendor credits

Job Title				**Job Code**

Laundry Operator

001732

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

Pay Plan	**Career Field**	**Other Relationships and Rules**
Enlisted	RS	NEC 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; and provide quality customer service.

DoD Relationship

O*NET Relationship

Group Title	*DoD Code*	*Occupation Title*	*SOC Code*	*Job Family*
Laundry and Personal Service, General	184000	Laundry and Dry-Cleaning Workers	51-6011.00	Production

Skills	**Abilities**
Management of Material Resources	*Oral Expression*
Coordination	*Written Comprehension*
Judgment and Decision Making	*Deductive Reasoning*
Monitoring	*Visualization*
Quality Control Analysis	*Problem Sensitivity*
Service Orientation	*Written Expression*
Management of Personnel Resources	*Inductive Reasoning*
Operation and Control	*Information Ordering*
Systems Evaluation	*Number Facility*
Critical Thinking	*Selective Attention*

HOTEL SERVICES

Paygrade	**Task Type**	**Task Statements**
E7	NON-CORE	Approve stateroom and key card access
E6	NON-CORE	Assign stateroom and barracks room key cards
E5	NON-CORE	Conduct furniture inventories
E6	NON-CORE	Conduct stateroom and barrack room vacancy inspections
E5	NON-CORE	Inventory Very Important Person (VIP) stateroom and barrack consumables (e.g., sheets, robes, towels, etc.)
E7	NON-CORE	Log stateroom and key card assignments
E4	NON-CORE	Maintain hotel services financial reports
E4	NON-CORE	Organize supply storerooms
E4	NON-CORE	Perform preventive maintenance on linen lockers
E4	NON-CORE	Requisition consumables
E6	NON-CORE	Validate key control logs
E6	NON-CORE	Verify furniture inventories
E7	NON-CORE	Verify hotel services financial reports
E6	NON-CORE	Verify Very Important Person (VIP) stateroom and barrack consumables (e.g., sheets, robes, towels, etc.)

LAUNDRY AND BARBER SERVICES

Paygrade	**Task Type**	**Task Statements**
E4	CORE	Clean primary and secondary lint traps
E4	CORE	Document receipt of laundry

LAUNDRY AND BARBER SERVICES (CONT'D)

Paygrade	Task Type	Task Statements
E6	CORE	Inspect services work spaces
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.)
E6	CORE	Manage stock items
E4	NON-CORE	Monitor pickup and delivery of Very Important Person (VIP) laundry
E4	CORE	Organize laundry items
E4	CORE	Prepare requirements for laundry or barber supplies
E6	CORE	Process laundry claims
E4	CORE	Process ship laundry (e.g., wash, dry, press, etc.)
E4	CORE	Receive laundry supplies
E4	CORE	Replace laundry press pads and covers
E4	CORE	Secure Group IV spaces
E7	CORE	Validate laundry claims
E5	CORE	Validate requirements for laundry or barber supplies

MANAGEMENT AND SUPERVISION

Paygrade	Task Type	Task Statements
E6	CORE	Analyze customer survey data
E7	CORE	Approve retail special orders
E7	CORE	Assess retail and service operations
E6	NON-CORE	Conduct material stowage inspections (e.g., secure for sea, deck grating, etc.)
E5	CORE	Coordinate logistical support for laundry operations (e.g., parts, supplies, washers, contract work, etc.)
E7	CORE	Coordinate retail and service systems updates
E7	CORE	Coordinate retail and service visits and training events
E6	CORE	Coordinate sanitation inspections
E6	CORE	Determine authorized inventory
E6	CORE	Develop operational budgets (e.g., load out plans)
E7	CORE	Enforce retail and service policies and procedures (e.g., Standard Operating Procedures (SOPs), publications, etc.)
E4	CORE	Enforce security procedure compliance for service activity spaces
E6	CORE	Evaluate customer service
E4	CORE	Inspect product quality
E7	NON-CORE	Manage hotel services administrative staff (civilian and military)
E7	NON-CORE	Manage hotel services maintenance personnel
E7	CORE	Manage job completion of retail and services managers
E6	CORE	Manage logistical support for laundry operations (e.g., parts, supplies, washers, contract work, etc.)
E7	CORE	Manage retail and service policies and procedures (e.g., Standard Operating Procedures (SOPs), publications, etc.)

MANAGEMENT AND SUPERVISION (CONT'D)

Paygrade	Task Type	Task Statements
E7	NON-CORE	Manage stateroom and barrack room vacancy inspections
E7	CORE	Project retail and service operational needs (e.g., parts, supplies, etc.)
E7	CORE	Provide technical guidance and support to ship store afloat
E6	CORE	Recommend laundry schedules
E4	CORE	Report insect and pest infestations
E6	CORE	Resolve customer complaints
E6	CORE	Review locally-generated logs
E4	CORE	Stow merchandise and supplies
E6	NON-CORE	Supervise hotel services administrative staff (civilian and military)
E6	NON-CORE	Supervise hotel services maintenance personnel
E5	CORE	Survey crew to identify desired merchandise and services
E4	CORE	Transport material to storerooms and activities
E7	CORE	Validate Coordinated Shipboard Allowance List (COSAL)
E7	CORE	Validate laundry schedules
E7	CORE	Validate operational budgets (e.g., load out plans)

Job Title	Job Code
Barber	**001737**

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

Pay Plan	Career Field	Other Relationships and Rules
Enlisted	RS	NEC 756A and other NECs as assigned

Job Description
Barbers provide military basic haircuts; maintain sanitation requirements; and provide quality customer service

DoD Relationship   **O*NET Relationship**

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

Skills	Abilities
Coordination	Oral Expression
Management of Material Resources	Written Comprehension
Judgment and Decision Making	Deductive Reasoning
Monitoring	Visualization
Quality Control Analysis	Problem Sensitivity
Service Orientation	Inductive Reasoning
Management of Personnel Resources	Written Expression
Systems Evaluation	Information Ordering
Operation and Control	Number Facility
Active Listening	Selective Attention

HOTEL SERVICES

Paygrade	Task Type	Task Statements
E7	NON-CORE	Approve stateroom and key card access
E6	NON-CORE	Assign stateroom and barracks room key cards
E5	NON-CORE	Conduct furniture inventories
E6	NON-CORE	Conduct stateroom and barrack room vacancy inspections
E5	NON-CORE	Inventory Very Important Person (VIP) stateroom and barrack consumables (e.g., sheets, robes, towels, etc.)
E7	NON-CORE	Log stateroom and key card assignments
E4	NON-CORE	Maintain hotel services financial reports
E4	NON-CORE	Organize supply storerooms
E4	NON-CORE	Perform preventive maintenance on linen lockers
E4	NON-CORE	Requisition consumables
E6	NON-CORE	Validate key control logs
E6	NON-CORE	Verify furniture inventories
E7	NON-CORE	Verify hotel services financial reports
E6	NON-CORE	Verify Very Important Person (VIP) stateroom and barrack consumables (e.g., sheets, robes, towels, etc.)

LAUNDRY AND BARBER SERVICES

Paygrade	Task Type	Task Statements
E4	CORE	Clean barber stations
E6	CORE	Inspect services work spaces
E4	CORE	Maintain appointment lists

LAUNDRY AND BARBER SERVICES (CONT'D)

Paygrade	Task Type	Task Statements
E4	CORE	Maintain barber signage (e.g., policy, Safety Data Sheets (SDS), sanitation, etc.)
E4	CORE	Maintain haircut logs
E6	CORE	Manage stock items
E4	CORE	Perform preventive maintenance on barber equipment
E4	CORE	Prepare requirements for laundry or barber supplies
E4	CORE	Provide barber and cosmetology services
E4	CORE	Sanitize barber equipment
E4	CORE	Secure Group IV spaces
E5	CORE	Validate requirements for laundry or barber supplies

MANAGEMENT AND SUPERVISION

Paygrade	Task Type	Task Statements
E6	CORE	Analyze customer survey data
E7	CORE	Approve retail special orders
E7	CORE	Assess retail and service operations
E6	NON-CORE	Conduct material stowage inspections (e.g., secure for sea, deck grating, etc.)
E4	CORE	Coordinate logistical support for barber operations (e.g., supplies, equipment, etc.)
E7	CORE	Coordinate retail and service systems updates
E7	CORE	Coordinate retail and service visits and training events
E6	CORE	Coordinate sanitation inspections
E6	CORE	Determine authorized inventory
E6	CORE	Develop operational budgets (e.g., load out plans)
E7	CORE	Enforce retail and service policies and procedures (e.g., Standard Operating Procedures (SOPs), publications, etc.)
E4	CORE	Enforce security procedure compliance for service activity spaces
E6	CORE	Evaluate customer service
E4	CORE	Inspect product quality
E7	NON-CORE	Manage hotel services administrative staff (civilian and military)
E7	NON-CORE	Manage hotel services maintenance personnel
E7	CORE	Manage job completion of retail and services managers
E5	CORE	Manage logistical support for barber operations (e.g., supplies, equipment, etc.)
E7	CORE	Manage retail and service policies and procedures (e.g., Standard Operating Procedures (SOPs), publications, etc.)
E7	NON-CORE	Manage stateroom and barrack room vacancy inspections
E7	CORE	Project retail and service operational needs (e.g., parts, supplies, etc.)
E7	CORE	Provide technical guidance and support to ship store afloat
E4	CORE	Report insect and pest infestations
E6	CORE	Resolve customer complaints
E6	CORE	Review locally-generated logs
E4	CORE	Stow merchandise and supplies
E6	NON-CORE	Supervise hotel services administrative staff (civilian and military)

MANAGEMENT AND SUPERVISION (CONT'D)

Paygrade	Task Type	Task Statements
E6	NON-CORE	Supervise hotel services maintenance personnel
E5	CORE	Survey crew to identify desired merchandise and services
E4	CORE	Transport material to storerooms and activities
E7	CORE	Validate Coordinated Shipboard Allowance List (COSAL)
E7	CORE	Validate operational budgets (e.g., load out plans)

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

Job Family	**NOC**	**Short Title (30 Characters)**	**Short Title (14 Characters)**
Office and Administrative Support	TBD	POSTAL CLERK	POSTAL CLERK

Pay Plan	**Career Field**	**Other Relationships and Rules**
Enlisted	RS	NEC S12A or other NECs as assigned

Job Description

Postal Clerks are Retail Services Specialists that manage Navy Post Offices, 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 and Department of Defense automated systems; and process postal customer service transactions.

DoD Relationship   **O*NET Relationship**

Group Title	*DoD Code*	*Occupation Title*	*SOC Code*	*Job Family*
Postal	155400	Mail Clerks and Mail Machine Operators, Except Postal Service	43-9051.00	Office and Administrative Support

Skills	**Abilities**
Judgment and Decision Making	*Deductive Reasoning*
Monitoring	*Inductive Reasoning*
Quality Control Analysis	*Written Comprehension*
Service Orientation	*Written Expression*
Complex Problem Solving	*Problem Sensitivity*
Mathematics	*Information Ordering*
Operation and Control	*Number Facility*
Critical Thinking	*Speed of Closure*
Management of Material Resources	*Mathematical Reasoning*
Reading Comprehension	*Oral Expression*

POSTAL SERVICES

Paygrade	**Task Type**	**Task Statements**
E7	CORE	Approve Application for Refund of Fees, Products and Withdrawal of Customer Accounts (PS Form 3533)
E7	CORE	Approve Daily Financial Reports (PS Form 1412)
E4	CORE	Assign individual mail boxes
E7	CORE	Audit postal accounts
E7	CORE	Collect afloat meter finance data
E7	CORE	Coordinate Department of Defense (DoD) mail movements
E5	CORE	Coordinate local mail movements
E4	CORE	Deliver accountable mail
E7	CORE	Document suspicious mail
E4	NON-CORE	Implement suspicious mail response procedures
E4	CORE	Input accountable mail
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
E4	CORE	Inspect mail containers
E7	CORE	Inspect mail handling procedures
E7	CORE	Inspect postal operations
E4	CORE	Inventory stock material and supplies

POSTAL SERVICES

Paygrade	Task Type	Task Statements
E4	CORE	Maintain files (e.g., expenditure invoices, fuel files, inventory records, postal, etc.)
E4	CORE	Maintain Individual Mail Lock Boxes (IMLB)
E5	CORE	Maintain key-control
E6	CORE	Maintain post office key control program
E7	CORE	Maintain postal Standard Operating Procedures (SOP)
E5	CORE	Manage mail orderly program
E5	CORE	Prepare Application for Refund of Fees, Products and Withdrawal of Customer Accounts (PS Form 3533)
E5	CORE	Prepare Daily Financial Reports (PS Form 1412)
E6	CORE	Prepare Designation/Termination MPC-FPC-COPE-PFO (DD Form 2257)
E4	CORE	Prepare manifold dispatch bills
E4	CORE	Prepare Registered Mail - Balance and Inventory (DD Form 2261)
E5	CORE	Prepare stamp and money order requisitions (PS Form 17)
E4	CORE	Process accountable mail
E4	CORE	Process customs endorsements
E4	CORE	Process mail (e.g., pro-grade, retro-grade, undeliverable, etc.)
E4	CORE	Process money order transactions
E4	CORE	Process philatelic mail
E4	CORE	Process postage meter transactions
E5	CORE	Process postal claims and inquiries
E4	CORE	Process postal customer service transactions
E4	NON-CORE	Provide customer service
E5	CORE	Report accountable equipment inventory (PS Form 1590)
E7	CORE	Report postal offenses
E5	CORE	Requisition Mail Transportation Equipment (MTE)
E4	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)
E4	CORE	Validate official mail
E7	CORE	Verify Automated Military Postal System (AMPS) information
E4	CORE	Verify country restrictions
E4	CORE	Verify Fleet, Army, and Diplomatic Post Office (FPO/APO/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)
E6	CORE	Verify Registered Mail - Balance and Inventory (DD Form 2261)
E7	CORE	Verify security of postal spaces
E4	CORE	Verify United States Postal Service (USPS) Customs Declarations (PS Form 2976)