

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.

NAVPERS 18068F-69E
Change 86

Updated: April 2021

TABLE OF CONTENTS
RETAIL SERVICES SPECIALIST (RS)

SCOPE OF RATING	RS-3
GENERAL INFORMATION	RS-4
RETAIL OPERATOR	RS-5
HOTEL SERVICES	RS-5
MANAGEMENT AND SUPERVISION	RS-6
RETAIL OPERATIONS	RS-7
LAUNDRY OPERATOR	RS-10
HOTEL SERVICES	RS-10
LAUNDRY AND BARBER SERVICES	RS-10
MANAGEMENT AND SUPERVISION	RS-11
BARBER	RS-13
HOTEL SERVICES	RS-13
LAUNDRY AND BARBER SERVICES	RS-13
MANAGEMENT AND SUPERVISION	RS-14
POSTAL CLERK	RS-16
POSTAL SERVICES	RS-16

NAVY ENLISTED OCCUPATIONAL STANDARD

FOR

RETAIL SERVICES SPECIALIST (RS)



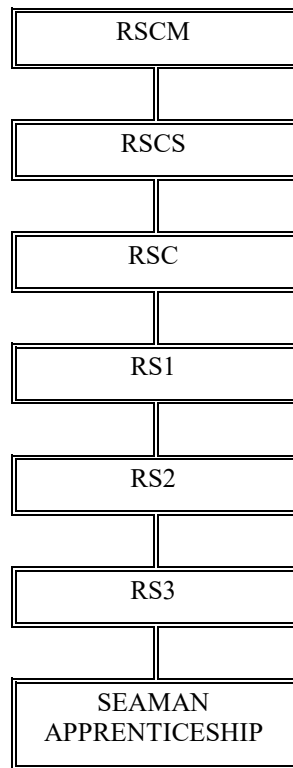
SCOPE OF RATING

Retail Services Specialists (RS) provide direct personal services by operating and managing retail and service activities to include: ship 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.

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 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**

Sales Store

DoD Code

182300

Occupation TitleFirst-Line Supervisors of Retail
Sales Workers**SOC Code**

41-1011.00

Job Family

Sales and Related

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

<u>Paygrade</u>	<u>Task Type</u>	<u>Task Statements</u>
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 retail 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

MANAGEMENT AND SUPERVISION (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), 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

<u>Paygrade</u>	<u>Task Type</u>	<u>Task Statements</u>
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

RETAIL OPERATIONS (CONT'D)

<u>Paygrade</u>	<u>Task Type</u>	<u>Task Statements</u>
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

RETAIL OPERATIONS (CONT'D)

<u>Paygrade</u>	<u>Task Type</u>	<u>Task Statements</u>
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**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 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**Group Title**

Laundry and Personal
Service, General

DoD Code

184000

O*NET Relationship**Occupation Title**

Laundry and Dry-Cleaning Workers

SOC Code

51-6011.00

Job Family

Production

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

<u>Paygrade</u>	<u>Task Type</u>	<u>Task Statements</u>
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

<u>Paygrade</u>	<u>Task Type</u>	<u>Task Statements</u>
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)

<u>Paygrade</u>	<u>Task Type</u>	<u>Task Statements</u>
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**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 756A and other NECs as assigned

Job Description

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

DoD Relationship**Group Title**Laundry and Personal
Service, General**DoD Code**

184000

O*NET Relationship**Occupation Title**

Barbers

SOC Code

39-5011.00

Job Family

Personal Care and Service

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

<u>Paygrade</u>	<u>Task Type</u>	<u>Task Statements</u>
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

<u>Paygrade</u>	<u>Task Type</u>	<u>Task Statements</u>
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)

<u>Paygrade</u>	<u>Task Type</u>	<u>Task Statements</u>
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**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 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**Group Title**

Postal

DoD Code

155400

O*NET Relationship**Occupation Title**

Mail Clerks and Mail Machine
Operators, Except Postal Service

SOC Code

43-9051.00

Job Family

Office and Administrative Support

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

<u>Paygrade</u>	<u>Task Type</u>	<u>Task Statements</u>
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)