

# 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.

NAVPERS 18068F-69E  
Change 81

Updated: January 2020

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NAVY ENLISTED OCCUPATIONAL STANDARD

FOR

RETAIL SERVICES SPECIALIST (RS)



SCOPE OF RATING

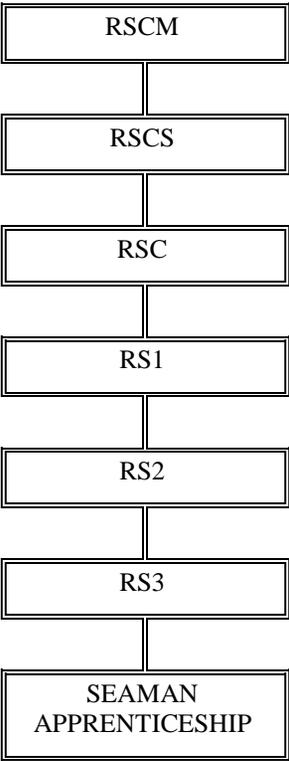
Retail Services Specialists (RS) provide direct personal services by operating and managing retail and service activities to include: ship stores, coffee bars, vending and Electronic Point of Sale (EPOS) machines, shipboard barbershop, laundry operations, and hotel services. Managers perform administrative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



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 Title**First-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**                      **DoD Code**  
 Laundry and Personal              184000  
 Service, General

**O\*NET Relationship**

**Occupation Title**                      **SOC Code**                      **Job Family**  
 Laundry and Dry-Cleaning Workers    51-6011.00                      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**

<b>Paygrade</b>	<b>Task Type</b>	<b>Task Statements</b>
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**

<b>Paygrade</b>	<b>Task Type</b>	<b>Task Statements</b>
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)**

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

<b>DoD Relationship</b>		<b>O*NET Relationship</b>		
<i>Group Title</i>	<i>DoD Code</i>	<i>Occupation Title</i>	<i>SOC Code</i>	<i>Job Family</i>
Laundry and Personal Service, General	184000	Barbers	39-5011.00	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**

<b>Paygrade</b>	<b>Task Type</b>	<b>Task Statements</b>
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**

<b>Paygrade</b>	<b>Task Type</b>	<b>Task Statements</b>
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)**

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