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SHIP’S SERVICEMAN (SH)

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SCOPE OF RATING

Ship’s Servicemen (SH) 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.

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.
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.
## 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
SH

### 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

<table>
<thead>
<tr>
<th>Group Title</th>
<th>DoD Code</th>
<th>Occupation Title</th>
<th>SOC Code</th>
<th>Job Family</th>
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<tbody>
<tr>
<td>Sales Store</td>
<td>182300</td>
<td>First-Line Supervisors of Retail Sales Workers</td>
<td>41-1011.00</td>
<td>Sales and Related</td>
</tr>
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</table>

### Skills
- Management of Material Resources
- Management of Financial 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

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

<table>
<thead>
<tr>
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<tr>
<td>E6</td>
<td>CORE</td>
<td>Analyze customer survey data</td>
</tr>
<tr>
<td>E6</td>
<td>CORE</td>
<td>Analyze outgoing financial report data</td>
</tr>
<tr>
<td>E5</td>
<td>CORE</td>
<td>Analyze retail and sale profit margins</td>
</tr>
<tr>
<td>E6</td>
<td>CORE</td>
<td>Analyze Retail Operation Management (ROM) data</td>
</tr>
<tr>
<td>E6</td>
<td>CORE</td>
<td>Analyze stock sales for trends</td>
</tr>
<tr>
<td>E7</td>
<td>CORE</td>
<td>Approve retail special orders</td>
</tr>
<tr>
<td>E5</td>
<td>CORE</td>
<td>Assemble ship store returns</td>
</tr>
<tr>
<td>E7</td>
<td>CORE</td>
<td>Assess retail and service operations</td>
</tr>
<tr>
<td>E7</td>
<td>CORE</td>
<td>Audit quarterly retain returns</td>
</tr>
<tr>
<td>E6</td>
<td>CORE</td>
<td>Audit receipt and expenditure documents</td>
</tr>
<tr>
<td>E6</td>
<td>CORE</td>
<td>Audit ship store records and returns</td>
</tr>
<tr>
<td>E6</td>
<td>CORE</td>
<td>Conduct the verification and updates of Universal Product Codes (UPC)</td>
</tr>
<tr>
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<td>NON-CORE</td>
<td>Conduct material stowage inspections (e.g., secure for sea, deck grating, etc.)</td>
</tr>
<tr>
<td>E5</td>
<td>CORE</td>
<td>Coordinate logistical support for retail operations (e.g., ship store merchandise, etc.)</td>
</tr>
<tr>
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<td>CORE</td>
<td>Coordinate retail and service systems updates</td>
</tr>
<tr>
<td>E7</td>
<td>CORE</td>
<td>Coordinate retail and service visits and training events</td>
</tr>
<tr>
<td>E6</td>
<td>CORE</td>
<td>Coordinate sanitation inspections</td>
</tr>
<tr>
<td>E6</td>
<td>CORE</td>
<td>Determine authorized inventory</td>
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<td>E6</td>
<td>CORE</td>
<td>Determine markdown prices</td>
</tr>
<tr>
<td>E6</td>
<td>CORE</td>
<td>Develop operational budgets (e.g., load out plans)</td>
</tr>
<tr>
<td>E7</td>
<td>CORE</td>
<td>Enforce retail and service policies and procedures (e.g., Standard Operating Procedures (SOPs), publications, etc.)</td>
</tr>
<tr>
<td>E5</td>
<td>CORE</td>
<td>Enforce security procedure compliance for retail activity spaces, merchandise, and funds</td>
</tr>
<tr>
<td>E6</td>
<td>CORE</td>
<td>Evaluate customer service</td>
</tr>
<tr>
<td>E4</td>
<td>CORE</td>
<td>Inspect product quality</td>
</tr>
<tr>
<td>E5</td>
<td>CORE</td>
<td>Make future stock recommendations</td>
</tr>
<tr>
<td>E7</td>
<td>CORE</td>
<td>Manage cost control cards (e.g., coffee bar)</td>
</tr>
<tr>
<td>E7</td>
<td>NON-CORE</td>
<td>Manage hotel services administrative staff (civilian and military)</td>
</tr>
<tr>
<td>E7</td>
<td>NON-CORE</td>
<td>Manage hotel services maintenance personnel</td>
</tr>
<tr>
<td>E7</td>
<td>CORE</td>
<td>Manage job completion of retail and services managers</td>
</tr>
<tr>
<td>E6</td>
<td>CORE</td>
<td>Manage logistical support for retail operations (e.g., ship store merchandise, etc.)</td>
</tr>
<tr>
<td>E7</td>
<td>CORE</td>
<td>Manage retail and service policies and procedures (e.g., Standard Operating Procedures (SOPs), publications, etc.)</td>
</tr>
<tr>
<td>E7</td>
<td>NON-CORE</td>
<td>Manage stateroom and barrack room vacancy inspections</td>
</tr>
<tr>
<td>E5</td>
<td>CORE</td>
<td>Organize ship store files</td>
</tr>
<tr>
<td>E5</td>
<td>CORE</td>
<td>Perform end of month close-outs</td>
</tr>
<tr>
<td>E5</td>
<td>CORE</td>
<td>Prepare public vouchers for purchases and services other than personal</td>
</tr>
<tr>
<td>Paygrade</td>
<td>Task Type</td>
<td>Task Statements</td>
</tr>
<tr>
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<td>-----------------</td>
</tr>
<tr>
<td>E5</td>
<td>CORE</td>
<td>Prepare requisition and invoice/shipping documents (i.e., Other Supply Officers (OSO), issues to other appropriations)</td>
</tr>
<tr>
<td>E7</td>
<td>CORE</td>
<td>Project retail and service operational needs (e.g., parts, supplies, etc.)</td>
</tr>
<tr>
<td>E7</td>
<td>CORE</td>
<td>Provide technical guidance and support to ship store afloat</td>
</tr>
<tr>
<td>E5</td>
<td>CORE</td>
<td>Reconcile unmatched expenditure listings</td>
</tr>
<tr>
<td>E5</td>
<td>CORE</td>
<td>Report Electronic Point of Sale (EPOS) or non-Electronic Point of Sale (EPOS) overages and shortages</td>
</tr>
<tr>
<td>E6</td>
<td>CORE</td>
<td>Report financial differences for retail operations</td>
</tr>
<tr>
<td>E4</td>
<td>CORE</td>
<td>Report insect and pest infestations</td>
</tr>
<tr>
<td>E6</td>
<td>CORE</td>
<td>Resolve customer complaints</td>
</tr>
<tr>
<td>E6</td>
<td>CORE</td>
<td>Review locally-generated logs</td>
</tr>
<tr>
<td>E4</td>
<td>CORE</td>
<td>Stow merchandise and supplies</td>
</tr>
<tr>
<td>E6</td>
<td>NON-CORE</td>
<td>Supervise hotel services administrative staff (civilian and military)</td>
</tr>
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<td>E6</td>
<td>NON-CORE</td>
<td>Supervise hotel services maintenance personnel</td>
</tr>
<tr>
<td>E5</td>
<td>CORE</td>
<td>Survey crew to identify desired merchandise and services</td>
</tr>
<tr>
<td>E4</td>
<td>CORE</td>
<td>Transport material to storerooms and activities</td>
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<tr>
<td>E5</td>
<td>CORE</td>
<td>Update Universal Product Codes (UPC)</td>
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<td>E7</td>
<td>CORE</td>
<td>Validate Coordinated Shipboard Allowance List (COSAL)</td>
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<tr>
<td>E6</td>
<td>CORE</td>
<td>Validate Navy Cash and Retail Operation Management (ROM) cash reports</td>
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<tr>
<td>E7</td>
<td>CORE</td>
<td>Validate operational budgets (e.g., load out plans)</td>
</tr>
<tr>
<td>E6</td>
<td>CORE</td>
<td>Validate reconciliation of funds received (e.g., contributions, rebates, etc.)</td>
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<tr>
<td>E6</td>
<td>CORE</td>
<td>Validate surveys for lost or damaged merchandise (DD Form 200)</td>
</tr>
<tr>
<td>E5</td>
<td>CORE</td>
<td>Verify Card Access Device (CAD) replacements</td>
</tr>
<tr>
<td>E6</td>
<td>CORE</td>
<td>Verify completion of bulk storeroom validity checks</td>
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<td>E6</td>
<td>CORE</td>
<td>Verify end of month close-outs</td>
</tr>
<tr>
<td>E5</td>
<td>CORE</td>
<td>Verify Navy Cash Point of Sale (POS) equipment and component replacements</td>
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<tr>
<td>E6</td>
<td>CORE</td>
<td>Verify orders for supplies or services</td>
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<tr>
<td>E5</td>
<td>CORE</td>
<td>Verify price validity checks</td>
</tr>
<tr>
<td>E6</td>
<td>CORE</td>
<td>Verify public vouchers for purchases and services other than personal</td>
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<tr>
<td>E6</td>
<td>CORE</td>
<td>Verify requisition and invoice/shipping documents (i.e., Other Supply Officers (OSO), issues to other appropriations)</td>
</tr>
<tr>
<td>E6</td>
<td>CORE</td>
<td>Verify retail and sale profit margins</td>
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<tr>
<td>E6</td>
<td>CORE</td>
<td>Verify unmatched expenditure listings</td>
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**RETAIL OPERATIONS**

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<tr>
<th>Paygrade</th>
<th>Task Type</th>
<th>Task Statements</th>
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<tbody>
<tr>
<td>E5</td>
<td>CORE</td>
<td>Accept change funds from disbursing</td>
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<td>E4</td>
<td>CORE</td>
<td>Accept change funds in retail outlets</td>
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<tr>
<td>E4</td>
<td>CORE</td>
<td>Arrange retail merchandise items</td>
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<td>CORE</td>
<td>Arrange visual merchandise displays</td>
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<td>E5</td>
<td>CORE</td>
<td>Balance cash collected from retail outlets</td>
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<td>Paygrade</td>
<td>Task Type</td>
<td>Task Statements</td>
</tr>
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</tr>
<tr>
<td>E4</td>
<td>CORE</td>
<td>Close register sessions</td>
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<td>E5</td>
<td>CORE</td>
<td>Collect cash from retail outlets</td>
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<td>E5</td>
<td>CORE</td>
<td>Conduct bulk storeroom validity checks</td>
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<td>E4</td>
<td>CORE</td>
<td>Conduct Electronic Point of Sale (EPOS) operations</td>
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<td>CORE</td>
<td>Conduct physical merchandise inventories</td>
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<td>E4</td>
<td>CORE</td>
<td>Conduct price validity checks</td>
</tr>
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<td>E5</td>
<td>CORE</td>
<td>Conduct special sales events (e.g., hangar bay sales, pier sales, etc.)</td>
</tr>
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<td>CORE</td>
<td>Count cash collected from retail outlets</td>
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<td>E4</td>
<td>NON-CORE</td>
<td>Create new menu items</td>
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<td>CORE</td>
<td>Deposit cash collected from retail outlets</td>
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<td>CORE</td>
<td>Determine operational condition of retail machines and equipment</td>
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<td>Display product prices</td>
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<td>Enter retail information (e.g., inventory, breakout, receipts, etc.) into retail operations systems (e.g., handheld devices)</td>
</tr>
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<td>Generate returned merchandise documentation (e.g., credit memorandums)</td>
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<td>CORE</td>
<td>Implement emergency fall back procedures for retail</td>
</tr>
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<td>Initiate intra-store transfer documentation (i.e., breakout requirements)</td>
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<td>E6</td>
<td>CORE</td>
<td>Issue Navy Cash refund vouchers</td>
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<td>CORE</td>
<td>Maintain cash logs</td>
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<td>CORE</td>
<td>Maintain expenditure, requisition, and purchase order logs</td>
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<td>Maintain retail and policy signage</td>
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<td>CORE</td>
<td>Maintain stock record cards (e.g., retail price, cost price, amounts, locations, etc.)</td>
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<tr>
<td>E4</td>
<td>CORE</td>
<td>Open register sessions</td>
</tr>
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<td>CORE</td>
<td>Perform Electronic Point of Sale (EPOS) end of day procedures</td>
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<td>Perform non-Electronic Point of Sale (EPOS) end of day procedures</td>
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<td>Perform preventive maintenance on vending machines</td>
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<td>Post store receipts in retail database</td>
</tr>
<tr>
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<td>Prepare assumed liabilities estimates and projections (e.g., surveys, markdowns, etc.)</td>
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<td>Prepare beverages (e.g., standard recipes, special orders, etc.)</td>
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<td>Prepare intra-store transfer documentation (i.e., breakout requirements)</td>
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<td>Prepare orders for supplies or services</td>
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<td>CORE</td>
<td>Prepare storeroom layout</td>
</tr>
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<td>CORE</td>
<td>Prepare surveys for lost or damaged merchandise (DD Form 200)</td>
</tr>
<tr>
<td>E4</td>
<td>CORE</td>
<td>Receive retail merchandise</td>
</tr>
<tr>
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<td>CORE</td>
<td>Receive storeroom stock</td>
</tr>
<tr>
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<td>Reconcile funds received (e.g., contributions, rebates, etc.)</td>
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<tr>
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<td>Replace Navy Cash Point of Sale (POS) equipment and components</td>
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<td>CORE</td>
<td>Replace Navy Cash system Card Access Devices (CAD)</td>
</tr>
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<td>CORE</td>
<td>Replace vending machines and components</td>
</tr>
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<td>Task Type</td>
<td>Task Statements</td>
</tr>
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<tr>
<td>E4</td>
<td>CORE</td>
<td>Replenish ship store merchandise</td>
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<td>CORE</td>
<td>Replenish vending machines</td>
</tr>
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<td>CORE</td>
<td>Report lost or damaged merchandise</td>
</tr>
<tr>
<td>E5</td>
<td>CORE</td>
<td>Retain daily Navy Cash transaction reports</td>
</tr>
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<td>E4</td>
<td>CORE</td>
<td>Return merchandise to vendor</td>
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<td>CORE</td>
<td>Rotate store stock</td>
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<td>Rotate storeroom stock</td>
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<td>Sanitize beverage machines (e.g., coffee machines)</td>
</tr>
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<td>Sanitize beverage preparation areas</td>
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<td>Sanitize beverage service areas</td>
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<td>E4</td>
<td>CORE</td>
<td>Sanitize deep sinks</td>
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<tr>
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<td>CORE</td>
<td>Sanitize refrigerated spaces</td>
</tr>
<tr>
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<td>CORE</td>
<td>Sanitize storerooms</td>
</tr>
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<td>CORE</td>
<td>Sanitize utensils</td>
</tr>
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<td>Sanitize vending machines and components</td>
</tr>
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<td>CORE</td>
<td>Secure Group III spaces and merchandise (e.g., ship store, storeroom, vending, etc.)</td>
</tr>
<tr>
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<td>CORE</td>
<td>Submit Continuous Monitoring Program (CMP) reports</td>
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<tr>
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<td>CORE</td>
<td>Submit Navy Cash trouble calls</td>
</tr>
<tr>
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<td>CORE</td>
<td>Submit Navy Electronic Commerce Online (NECO) system procurement orders</td>
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<tr>
<td>E5</td>
<td>CORE</td>
<td>Submit Retail Operation Management (ROM) system trouble calls</td>
</tr>
<tr>
<td>E6</td>
<td>CORE</td>
<td>Verify cash collected from retail outlets</td>
</tr>
<tr>
<td>E6</td>
<td>CORE</td>
<td>Verify retail operations system assignments</td>
</tr>
<tr>
<td>E6</td>
<td>CORE</td>
<td>Verify stock record cards (e.g., retail price, cost price, amounts, locations, etc.)</td>
</tr>
<tr>
<td>E4</td>
<td>CORE</td>
<td>Verify Universal Product Codes (UPC)</td>
</tr>
<tr>
<td>E6</td>
<td>CORE</td>
<td>Verify vendor credits</td>
</tr>
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</table>
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.

**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.

**HiTEl SERVICES**

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

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<tr>
<td>E4</td>
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<td>Clean primary and secondary lint traps</td>
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<td>Document receipt of laundry</td>
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## LAUNDRY AND BARBER SERVICES (CONT’D)

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<tr>
<td>E6</td>
<td>CORE</td>
<td>Inspect services work spaces</td>
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<tr>
<td>E5</td>
<td>CORE</td>
<td>Investigate lost or damaged laundry</td>
</tr>
<tr>
<td>E4</td>
<td>CORE</td>
<td>Issue processed laundry items</td>
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<tr>
<td>E4</td>
<td>CORE</td>
<td>Maintain laundry logs (e.g., bulk, press deck, heat stress, maintenance, etc.)</td>
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<tr>
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<td>CORE</td>
<td>Manage stock items</td>
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<td>E4</td>
<td>NON-CORE</td>
<td>Monitor pickup and delivery of Very Important Person (VIP) laundry</td>
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<tr>
<td>E4</td>
<td>CORE</td>
<td>Organize laundry items</td>
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<tr>
<td>E4</td>
<td>CORE</td>
<td>Prepare requirements for laundry or barber supplies</td>
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<td>E6</td>
<td>CORE</td>
<td>Process laundry claims</td>
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<td>E4</td>
<td>CORE</td>
<td>Process ship laundry (e.g., wash, dry, press, etc.)</td>
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<td>E4</td>
<td>CORE</td>
<td>Receive laundry supplies</td>
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<tr>
<td>E4</td>
<td>CORE</td>
<td>Replace laundry press pads and covers</td>
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<td>Secure Group IV spaces</td>
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<td>CORE</td>
<td>Validate laundry claims</td>
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<td>E6</td>
<td>CORE</td>
<td>Analyze customer survey data</td>
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<td>E7</td>
<td>CORE</td>
<td>Approve retail special orders</td>
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<tr>
<td>E7</td>
<td>CORE</td>
<td>Assess retail and service operations</td>
</tr>
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<td>E6</td>
<td>NON-CORE</td>
<td>Conduct material stowage inspections (e.g., secure for sea, deck grating, etc.)</td>
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<tr>
<td>E5</td>
<td>CORE</td>
<td>Coordinate logistical support for laundry operations (e.g., parts, supplies, washers, contract work, etc.)</td>
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<td>E7</td>
<td>CORE</td>
<td>Coordinate retail and service systems updates</td>
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<td>E7</td>
<td>CORE</td>
<td>Coordinate retail and service visits and training events</td>
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<td>CORE</td>
<td>Coordinate sanitation inspections</td>
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<tr>
<td>E6</td>
<td>CORE</td>
<td>Determine authorized inventory</td>
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<td>E6</td>
<td>CORE</td>
<td>Develop operational budgets (e.g., load out plans)</td>
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<td>Enforce retail and service policies and procedures (e.g., Standard Operating Procedures (SOPs), publications, etc.)</td>
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<td>CORE</td>
<td>Enforce security procedure compliance for service activity spaces</td>
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<td>E6</td>
<td>CORE</td>
<td>Evaluate customer service</td>
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<td>CORE</td>
<td>Inspect product quality</td>
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<td>E7</td>
<td>NON-CORE</td>
<td>Manage hotel services administrative staff (civilian and military)</td>
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<td>E7</td>
<td>CORE</td>
<td>Manage job completion of retail and services managers</td>
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<td>E7</td>
<td>NON-CORE</td>
<td>Manage stateroom and barrack room vacancy inspections</td>
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<tr>
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<td>CORE</td>
<td>Project retail and service operational needs (e.g., parts, supplies, etc.)</td>
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<td>CORE</td>
<td>Provide technical guidance and support to ship store afloat</td>
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<td>CORE</td>
<td>Recommend laundry schedules</td>
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<td>CORE</td>
<td>Report insect and pest infestations</td>
</tr>
<tr>
<td>E6</td>
<td>CORE</td>
<td>Resolve customer complaints</td>
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<td>CORE</td>
<td>Review locally-generated logs</td>
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<td>E4</td>
<td>CORE</td>
<td>Stow merchandise and supplies</td>
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<td>E6</td>
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<td>Supervise hotel services administrative staff (civilian and military)</td>
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<td>Supervise hotel services maintenance personnel</td>
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<td>Survey crew to identify desired merchandise and services</td>
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<td>E4</td>
<td>CORE</td>
<td>Transport material to storerooms and activities</td>
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<td>E7</td>
<td>CORE</td>
<td>Validate Coordinated Shipboard Allowance List (COSAL)</td>
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<td>CORE</td>
<td>Validate laundry schedules</td>
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<tr>
<td>E7</td>
<td>CORE</td>
<td>Validate operational budgets (e.g., load out plans)</td>
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</table>
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: SH

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:

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<th>Occupation Title</th>
<th>SOC Code</th>
<th>Job Family</th>
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<tr>
<td>Laundry and Personal Service, General</td>
<td>184000</td>
<td>Barbers</td>
<td>39-5011.00</td>
<td>Personal Care and Service</td>
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</table>

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

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<tr>
<td>E7</td>
<td>NON-CORE</td>
<td>Approve stateroom and key card access</td>
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<td>NON-CORE</td>
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<td>Conduct furniture inventories</td>
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<td>Conduct stateroom and barrack room vacancy inspections</td>
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<td>Inventory Very Important Person (VIP) stateroom and barrack consumables (e.g., sheets, robes, towels, etc.)</td>
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<td>Log stateroom and key card assignments</td>
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<td>E4</td>
<td>NON-CORE</td>
<td>Maintain hotel services financial reports</td>
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<td>E4</td>
<td>NON-CORE</td>
<td>Organize supply storerooms</td>
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<tr>
<td>E4</td>
<td>NON-CORE</td>
<td>Perform preventive maintenance on linen lockers</td>
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LAUNDRY AND BARBER SERVICES

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<tbody>
<tr>
<td>E4</td>
<td>CORE</td>
<td>Clean barber stations</td>
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<tr>
<td>E6</td>
<td>CORE</td>
<td>Inspect services work spaces</td>
</tr>
<tr>
<td>E4</td>
<td>CORE</td>
<td>Maintain appointment lists</td>
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## LAUNDRY AND BARBER SERVICES (CONT’D)

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<tbody>
<tr>
<td>E4</td>
<td>CORE</td>
<td>Maintain barber signage (e.g., policy, Safety Data Sheets (SDS), sanitation, etc.)</td>
</tr>
<tr>
<td>E4</td>
<td>CORE</td>
<td>Maintain haircut logs</td>
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<td>E6</td>
<td>CORE</td>
<td>Manage stock items</td>
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<td>E4</td>
<td>CORE</td>
<td>Perform preventive maintenance on barber equipment</td>
</tr>
<tr>
<td>E4</td>
<td>CORE</td>
<td>Prepare requirements for laundry or barber supplies</td>
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<tr>
<td>E4</td>
<td>CORE</td>
<td>Provide barber and cosmetology services</td>
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<tr>
<td>E4</td>
<td>CORE</td>
<td>Sanitize barber equipment</td>
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<td>Secure Group IV spaces</td>
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<tr>
<td>E5</td>
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<tr>
<td>E6</td>
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<td>Analyze customer survey data</td>
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<td>E7</td>
<td>CORE</td>
<td>Approve retail special orders</td>
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<td>Conduct material stowage inspections (e.g., secure for sea, deck grating, etc.)</td>
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