

# CHAPTER 69



## SHIP'S SERVICEMAN (SH)

NAVPERS 18068-69D

**CH-54**

Updated: April 2013

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NAVY ENLISTED OCCUPATIONAL STANDARD

FOR

SHIP'S SERVICEMAN (SH)



SCOPE OF RATING

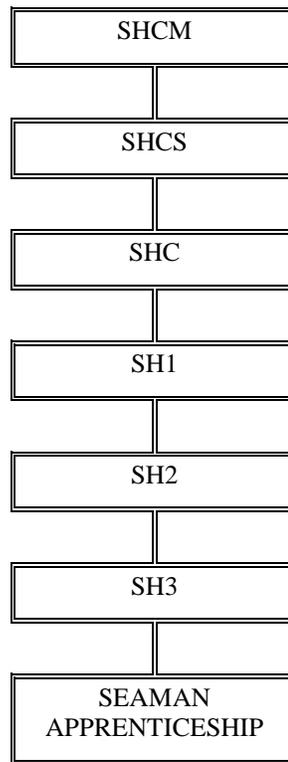
Ship's Servicemen (SH) provide direct personal services by operating and managing retail and service activities to include: ship stores, vending and Electronic Point of Sale (EPOS) machines, shipboard barbershop, and laundry operations. Managers perform administrative and automated stock control functions 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.**

NEBC Job Title

**Retail Operator**

NEBC Job Code

**001727**

Job Family

Sales and Related

NOC

TBD

Short Title (30 Characters)

RETAIL OPERATOR

Short Title (10 Characters)

RETAIL OP

Pay Plan

Enlisted

Career Field

SH

Other Relationships and Rules

3131

Job Description

Retail Operators operate all shipboard retail activities; operate and 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; maintain 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; and provide quality customer service.

DoD Relationship

Group Title

Sales Store

DoD Code

182300

O\*NET Relationship

Occupation Title

First-Line Supervisors of Retail Sales Workers

SOC Code

41-1011.00

Job Family

Sales and Related

Skills

*Management of Material Resources*

*Management of Financial Resources*

*Judgment and Decision Making*

*Operation and Control*

*Mathematics*

*Critical Thinking*

*Service Orientation*

*Complex Problem Solving*

*Monitoring*

*Reading Comprehension*

Abilities

*Finger Dexterity*

*Information Ordering*

*Mathematical Reasoning*

*Deductive Reasoning*

*Written Comprehension*

*Number Facility*

*Problem Sensitivity*

*Inductive Reasoning*

*Memorization*

*Control Precision*

**MANAGEMENT AND SUPERVISION**

Paygrade

Task Type

Task Statements

E6

CORE

Analyze customer survey data

E6

CORE

Analyze outgoing financial report data

E6

CORE

Analyze Retail Operation Management (ROM) data

E7

CORE

Analyze stock sales for trends

E5

CORE

Assemble ship store files

E7

CORE

Assign computer access levels and rights

E6

CORE

Audit receipt and expenditure documents

E6

CORE

Audit ship store records and returns

E6

CORE

Conduct daily system backups

E7

CORE

Determine markdown prices

E6

CORE

Determine retail and sale profit margins

E6

CORE

Develop operational budgets

E6

CORE

Establish security procedures for retail and service activity spaces, merchandise, and funds

E4

CORE

Inspect product quality

E5

CORE

Make future stock recommendations

E6

CORE

Manage stock items

E6

CORE

Monitor customer service

E5

CORE

Organize ship store files

E6

CORE

Perform end of month close-outs

E5	CORE	Plan logistical support for ship store merchandise as well as laundry and barber supplies
E6	CORE	Prepare Public Vouchers for Purchases and Services Other Than Personal (SF 1034) forms
E5	CORE	Prepare Requisition and Invoice/Shipping (DD FORM 1149) documents
E5	CORE	Prepare Requisition System Documents (DD FORM 1348) documents
E5	CORE	Process Navy Cash trouble call worksheets
E6	CORE	Reconcile unmatched expenditure listings
E6	CORE	Resolve customer complaints
E6	CORE	Review locally-generated logs
E4	CORE	Stow merchandise and supplies
E6	CORE	Validate Navy Cash and Retail Operations Management (ROM) cash reports
E5	CORE	Verify and update Universal Product Codes (UPC)

### **RETAIL OPERATIONS**

<b><u>Paygrade</u></b>	<b><u>Task Type</u></b>	<b><u>Task Statements</u></b>
E4	CORE	Arrange visual merchandise displays
E5	CORE	Assign and reconcile tills
E4	CORE	Change Navy Cash system Card Access Devices (CAD)
E6	CORE	Change retail operations system passwords
E5	CORE	Conduct bulk storeroom validity checks
E4	CORE	Conduct Electronic Point of Sale (EPOS) operations
E5	CORE	Conduct merchandise inventories
E4	CORE	Conduct price validity checks
E5	CORE	Conduct special sales
E4	CORE	Display prices on items
E4	CORE	Enter data using Portable Data Terminals (PDT) (e.g., inventory, breakout, receipts)
E6	CORE	Issue Navy Cash refunds
E5	CORE	Issue stock items
E4	CORE	Maintain Navy Cash equipment
E6	CORE	Monitor the verification and updates of Universal Product Codes (UPC)
E4	CORE	Organize merchandise items
E4	CORE	Perform Electronic Point of Sale (EPOS) end of day procedures
E6	CORE	Prepare assumed liabilities estimates and projections (e.g., surveys, markdowns)
E4	CORE	Prepare breakout requirements
E5	CORE	Prepare Orders for Supplies or Services (DD FORM 1155) documents
E4	CORE	Prepare surveys for loss or damaged merchandise
E5	CORE	Process Navy E-Commerce (NECO) system procurement orders
E5	CORE	Process returned merchandise
E5	CORE	Process store expenditures
E5	CORE	Process store receipts
E4	CORE	Receive retail merchandise
E4	CORE	Receive storeroom stock
E5	CORE	Reconcile funds received
E4	CORE	Replenish ship store merchandise
E4	CORE	Replenish vending machines

E6	CORE	Resolve Navy Cash equipment failures
E6	CORE	Retain daily Navy Cash transaction reports
E4	CORE	Rotate store stock
E4	CORE	Rotate storeroom stock
E4	CORE	Secure Group III spaces and merchandise
E4	CORE	Survey crew to identify desired merchandise
E4	CORE	Transport material to storerooms and activities
E6	CORE	Troubleshoot Retail Operations Management (ROM) system failures
E5	CORE	Update Retail Operations Management (ROM) system with Navy E-Commerce (NECO) information

#### **SERVICES**

<b><u>Paygrade</u></b>	<b><u>Task Type</u></b>	<b><u>Task Statements</u></b>
E4	CORE	Clean and sanitize spaces

NEBC Job Title

# Laundry Operator

NEBC Job Code

# 001732

Job Family

Production

NOC

TBD

Short Title (30 Characters)

LAUNDRY OPERATOR

Short Title (10 Characters)

LAUDR OP

Pay Plan

Enlisted

Career Field

SH

Other Relationships and Rules

Not applicable

Job Description

Laundry Operators receive, process, and return shipboard laundry; operate and tend washing machines to clean shipboard linen and uniform articles; maintain sanitation requirements; and provide quality customer service.

DoD Relationship

Group Title

Sales Store

DoD Code

182300

O\*NET Relationship

Occupation Title

Laundry and Dry-Cleaning

SOC Code

51-6011.00

Job Family

Production

Skills

Management of Material Resources

Judgment and Decision Making

Complex Problem Solving

Service Orientation

Equipment Selection

Monitoring

Quality Control Analysis

Active Listening

Critical Thinking

Installation

Abilities

Information Ordering

Problem Sensitivity

Deductive Reasoning

Inductive Reasoning

Written Comprehension

Mathematical Reasoning

Category Flexibility

Control Precision

Finger Dexterity

Manual Dexterity

## MANAGEMENT AND SUPERVISION

Paygrade

E6

Task Type

CORE

Task Statements

Analyze customer survey data

E6

CORE

Develop operational budgets

E6

CORE

Establish security procedures for retail and service activity spaces, merchandise, and funds

E4

CORE

Inspect product quality

E6

CORE

Monitor customer service

E6

CORE

Perform end of month close-outs

E5

CORE

Plan logistical support for ship store merchandise as well as laundry and barber supplies

E5

CORE

Prepare laundry schedules

E6

CORE

Resolve customer complaints

E6

CORE

Review locally-generated logs

E4

CORE

Stow merchandise and supplies

## SERVICES

Paygrade

E4

Task Type

CORE

Task Statements

Clean and sanitize spaces

E4

CORE

Clean primary and secondary lint traps

E4

CORE

Document receipt of laundry

E5

CORE

Investigate lost or damaged laundry

E4

CORE

Issue processed laundry items

E4

CORE

Maintain laundry logs

E4

CORE

Organize laundry items

E5

CORE

Prepare requirements for laundry/ barber supplies

E4	CORE	Process customer laundry
E4	CORE	Receive laundry supplies
E4	CORE	Replace laundry press pads and covers
E4	CORE	Secure Group IV spaces

NEBC Job Title

**Barber**

NEBC Job Code

**001737**

Job Family

Personal Care and Service

NOC

TBD

Short Title (30 Characters)

BARBER

Short Title (10 Characters)

BARBER

Pay Plan

Enlisted

Career Field

SH

Other Relationships and Rules

3122

Job Description

Barbers provide military regulation 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

*Judgment and Decision Making*

*Service Orientation*

*Equipment Selection*

*Management of Material Resources*

*Quality Control Analysis*

*Complex Problem Solving*

*Active Listening*

*Equipment Maintenance*

*Monitoring*

*Reading Comprehension*

Abilities

*Inductive Reasoning*

*Manual Dexterity*

*Information Ordering*

*Problem Sensitivity*

*Deductive Reasoning*

*Finger Dexterity*

*Visualization*

*Written Comprehension*

*Oral Comprehension*

*Arm-Hand Steadiness*

**MANAGEMENT AND SUPERVISION**

Paygrade

Task Type

Task Statements

E6

CORE

Analyze customer survey data

E6

CORE

Develop operational budgets

E6

CORE

Establish security procedures for retail and service activity spaces, merchandise, and funds

E4

CORE

Inspect product quality

E6

CORE

Monitor customer service

E6

CORE

Perform end of month close-outs

E5

CORE

Plan logistical support for ship store merchandise as well as laundry and barber supplies

E6

CORE

Resolve customer complaints

E6

CORE

Review locally-generated logs

E4

CORE

Stow merchandise and supplies

**SERVICES**

Paygrade

Task Type

Task Statements

E4

CORE

Clean and sanitize spaces

E4

NON-CORE

Clean barber stations

E4

NON-CORE

Maintain appointment lists

E4

NON-CORE

Maintain barber equipment

E4

NON-CORE

Maintain haircut logs

E5

CORE

Prepare requirements for laundry/ barber supplies

E4

NON-CORE

Provide barber services

E4

NON-CORE

Sanitize barber equipment

E4

CORE

Secure Group IV spaces