

306 - RETAIL SUPERVISOR/MANAGER

NAME: _____ RATE/RANK _____

This page is used as a record of satisfactory completion of the Job Qualification Requirement (JQR). Only specified supervisors may signify completion of requirements either by written or oral examination, or by observation of performance. The examination or checkout need not cover every item; however, a sufficient number should be covered to demonstrate the examinee's knowledge. Should supervisors "give away" their signatures, unnecessary difficulties can be expected in future routine operations.

This qualification section is to be maintained by the trainee and updated to ensure awareness of remaining tasks.

QUALIFICATION RECORD

Trainee has been indoctrinated in this JQR and given a target completion date of _____.

Signature _____ Date _____
(Supervisor)

Trainee has completed all requirements for this Job Qualification Requirement (JQR).
Recommend designation as a qualified RETAIL SUPERVISOR/MANAGER
(JQR-306).

Recommended _____ Date _____
(Supervisor)

Recommended _____ Date _____
(Division Officer)

Recommended _____ Date _____
(Department Head)

Service Record Entry _____ Date _____

- A. Prerequisites: Bulk Storeroom 300, Vending Machine Operator (Non-EPOS) 301, Retail Activity Operator (EPOS) 302, Cash Collection Agent 303, ROM User/Records Keeper 305 and Receipt Inspector 308.
- B. Safety
 - 1. Refer to Appendix A for applicable safety precautions
 - 2. Review OPNAV instructions 5100.19 series for safety precautions related to the Ships Store operation.
 - 3. State and discuss safety precautions related to the following:
 - a. Conveyors
 - b. Materials handling equipment
 - c. Loading and unloading stock in port and underway
 - d. Proper lifting of stock
 - e. Mounting of non-installed equipment
 - f. Proper stowage of flammable materials
 - g. Minor electrical equipment
- C. Security
 - 1. Conduct Group III and Group IV security inspection of ships store spaces and correct or document any discrepancies.
 - 2. Discuss managerial issues related to the security of the computer and software.
 - 3. Discuss managerial issues related to the security of the Electronic Point-of-Sale (EPOS) and software.
 - 4. Describe the managerial concerns in regards to the movement of accountable stock.
 - 5. Describe the procedures for ensuring proper cash control.
 - 6. Describe the proper management controls in place to safeguard equipment, supplies and personal clothing in the retail and service activities.
 - 7. Discuss security/break-ins after hours.
- D. Bulk Storeroom Custodian
 - 1. Discuss factors to consider when assigning a bulk storeroom custodian.
 - 2. Conduct a material inspection of all storage areas and correct or document all discrepancies.
 - 3. Discuss and define the layout of each storeroom to ensure maximum utilization.
 - 4. Inspect all activities and stowage facilities and correct or document all discrepancies.
- E. Vending Machine Operator
 - 1. Discuss factors to consider when assigning a vending machine operator.
 - 2. State the policies and procedures for proper key control and cash handling.

3. Explain the management objectives for the monthly balancing of the Non-EPOS activities.
4. Inspect all activities and stowage facilities and correct or document all discrepancies.
5. Explain the factors related to restocking of the vending operation.

F. Retail Activity Operator

1. Discuss the factors to consider when assigning a Retail Activity Operator.
2. State the policies and procedures for proper key control and cash handling.
3. Explain the management objectives for inventory and closeout of the retail activities.
4. Explain the management controls in place to ensure proper receipt and expenditure of stock.
5. Explain the proper procedures and policies in place for the handling and processing of tills in the retail activity.
6. Explain the controls in place for the proper handling of refunds and price overrides in the retail activity.
7. Explain the current management controls in place to ensure the price is identified on each item of merchandise in the retail activity.
8. Discuss inventory procedures and requirements for retail activities.
9. Explain the factors related to the stocking plan for the retail activities.

G. Cash Collection Agent

1. Discuss the factors to consider when assigning cash collection agent.
2. Define cash auditing policies and procedures.
3. Explain the policies and procedures in place to ensure proper handling and processing of tills.
4. State the current policies and procedures in place to ensure proper handling and processing of tills.
5. Explain the requirements contained in DOD Vol 5 concerning safes.
6. Discuss ships policy concerning the movement of cash.

H. ROM User/Records Keeper

1. Discuss plans for training of personnel.
2. Explain the factors to consider for assigning the ships store records keeper.
3. Explain factors related to determining stock requirements for the ships store.
4. State the management controls in place to ensure proper procurement procedures are followed.

5. Explain the management controls in place to ensure the proper expenditure of ships store stock.
6. Explain the policies and controls in place to ensure the return of merchandise for credit or cash refund in properly handled.
7. State the policies and procedures in place to evaluate stock for surveys.
8. Discuss the process of monitoring and reconciling the unmatched expenditure listing and the consequences of not processing the listing properly.
9. Explain the circumstances requiring an accounting adjustment.
10. State the management controls in place to ensure the proper end of period closeout.
11. Define the processes of assembling and submitting the financial and retained returns.
12. Monitor the handling and processing of the abstract data report.
13. Explain the review and process of handling laundry claims.
14. State the process of initiating a loan request from the Navy Exchange Service Command.
15. State the process of initiating the transfer of funds to MWR.
16. State the process of monitoring and initiating management controls for inventory.
17. Explain the process of auditing and reconciling the different types of ships store reports and documents.
18. Discuss the process of proper filing and document distribution.
19. Explain the process of constructing the Backoffice or Electronic Point-of-Sale computers.
20. Discuss the requirements for processing interim profits.

TASKS

Estimated completion - 16 Weeks

Note: Perform or simulate these tasks IAW current procedures.

1. Supervisor/Manager
 - a. Submit request for FISC Fleet Assistance Team to conduct assist visit.

(Signature) (Date)

- b. Prepare and update Supply Department Instructions for Ships Store.

(Signature) (Date)

- c. Prepare and update Ships Store organizational chart.

(Signature) (Date)

- d. Inspect all Ships Store Spaces for proper Group III security.

(Signature) (Date)

- e. Review the ROM Operator Security listing.

(Signature) (Date)

- f. Establish and monitor hours of operation for all activities.

(Signature) (Date)

- g. Monitor UPC Maintenance on merchandise in all retail activities.

(Signature) (Date)

- h. Ensure prices in all retail activities in displayed as required.

(Signature) (Date)

- i. Monitor retail operations to ensure all sales are made using approved methods.

(Signature) (Date)

- j. Audit the Cash Register Record (NAVSUP Form 469).

(Signature) (Date)

- k. Ensure uncollectible/dishonored checks processed properly.

(Signature) (Date)

- l. Resolve customer complaints regarding refunds and dissatisfaction.

(Signature) (Date)

- m. Ensure change funds are issued and audited according to current guidelines.

(Signature) (Date)

- n. Prepare maintenance plan for all retail and service activity equipment.

(Signature) (Date)

- o. Inspect all spaces and equipment for safety and fire hazards.

(Signature) (Date)

- p. Ensure sanitation requirements are posted and signed by Medical Representative.

(Signature) (Date)

- q. Ensure cash received from sales in all retail outlets is collected as required.

(Signature) (Date)

- r. Ensure requirements of the Navy's Heat Stress program are followed in the laundry.

(Signature) (Date)

- s. Initiate request to stock articles not listed in NEXCOM Pub 81.

(Signature) (Date)

- t. Establish guidelines for the control of emblematic inventory levels.

(Signature) (Date)

- u. Initiate procurement actions for ships store stock.

(Signature) (Date)

- v. Audit procurement documents for accuracy

(Signature) (Date)

- w. Initiate actions to dispose of excess stock.

(Signature) (Date)

- x. Initiate procurement of major ships store equipment.

(Signature) (Date)

- y. Initiate modernization plan.

(Signature) (Date)

- z. Monitor receipt operations.

(Signature) (Date)

- aa. Resolve discrepancies in receipts for OSO and/or purchase.

(Signature) (Date)

- bb. Audit receipt documents and compare them against the B01/B05 Report on a weekly basis.

(Signature) (Date)

- cc. Ensure the monthly transmittal of receipt documents is accurate and submitted on time.

(Signature) (Date)

- dd. Ensure adjustments are made when the dealers' invoice does not match the corresponding receipt document.

(Signature) (Date)

- ee. Monitor the handling and resolution of items listed on the Unmatched Expenditure Listing.

(Signature) (Date)

- ff. Prepare stowage plans for normal operations and deployment.

(Signature) (Date)

- gg. Audit Intra-Store Transfer Data NAVSUP Form 973 and make sure quantities delivered by the bulk custodian match those received by the receiving activity.

(Signature) (Date)

- hh. Follow up on merchandise returned to the vendor for credit memorandum or cash refund.

(Signature) (Date)

- ii. Anticipate expenses and determine amount of profit available to transfer to MWR Fund.

(Signature) (Date)

- jj. Establish guidelines for conducting inventory.

(Signature) (Date)

- kk. Audit the Ships Store Inventory for accuracy.

(Signature) (Date)

- ll. Assemble and audit Ships Store Financial returns.

(Signature) (Date)

- mm. Assemble and audit Ships Store retained returns.

(Signature) (Date)

- nn. Prepare Ships Store monthly management report.

(Signature) (Date)

- oo. Audit the B10 Report.

(Signature) (Date)

- pp. Verify and validate the B14 Report.

(Signature) (Date)

- qq. Audit the B15 Report.

(Signature) (Date)

- rr. Audit the B19 Report.

(Signature) (Date)

- ss. Audit and verify the B22 Report.

(Signature) (Date)

tt. Audit the B23 Report.

(Signature) (Date)

uu. Audit the B27 Report.

(Signature) (Date)

vv. Audit the C02/C03/C04/C04A/C04B Report.

(Signature) (Date)

ww. Audit the C13 Report.

(Signature) (Date)

xx. Audit the C18 Report.

(Signature) (Date)

yy. Validate and audit Gains/Losses by Inventory Reports.

(Signature) (Date)

zz. Review and investigate the scanned with PDT but not found report.

(Signature) (Date)

aaa. Review and audit the stock record listing.

(Signature) (Date)

bbb. Audit and review the Back of 153 Report.

(Signature) (Date)

ccc. Audit the EPOS Cash Over/Short Detailed Report.

(Signature) (Date)

ddd. Review and audit the profitability reports.

(Signature) (Date)

- eee. Review and investigate any open tills that have not been closed.

(Signature) (Date)

- fff. Review and update the Menu update/security.

(Signature) (Date)

- ggg. Add and update operator access to the ROM.

(Signature) (Date)

2. Infrequent Tasks

- a. Prepare training program.

(Signature) (Date)

- b. Investigate Level 2 or 3 Losses.

(Signature) (Date)

- c. Prepare load out plan for deployment.

(Signature) (Date)

- d. Establish guidelines for procurement and sale of foreign merchandise.

(Signature) (Date)

- e. Evaluate the sales, profit and inventory position using the different ROM II management reports.

(Signature) (Date)

- f. Initiate actions for ROM system failure.

(Signature) (Date)

EXAMINATIONS

1. Pass a written and/or oral examination.

(Signature) (Date)