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Office of Administrative Law Judges Law Library

DICTIONARY OF OCCUPATIONAL TITLES (4th Ed., Rev. 1991) -- OCCUPATIONAL GROUP ARRANGEMENT

Note: The DOT was created by the Employment and Training Administration, and was last updated in 1991. It has been replaced by the O*NET.

TITLE PAGE
HOW TO READ PARTS OF AN OCCUPATIONAL TITLE

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2 CLERICAL AND SALES OCCUPATIONS
219.362-050 to 243.367-018

This category encompasses two occupational fields: Clerical (Divisions 20 - 24) which includes occupations concerned with compiling, recording, communicating, computing, and otherwise systematizing data; Sales (Divisions 25 - 29) which includes occupations concerned with influencing customers in favor of a commodity or service. Includes occupations closely identified with sales transactions even though they do not involve actual participation. Excluded from this category are clerical occupations primarily associated with a manufacturing process.

219.362-050 REVIVAL CLERK (insurance) alternate titles: reinstatement clerk

Compiles data on lapsed insurance policies to determine automatic reinstatement according to company policies: Determines if overdue premium is received within specified time limit. Compares answers given by insured on reinstatement application with those approved by company and examines company records to determine if there are circumstances which may make reinstatement impossible. Approves reinstatement when criteria for automatic reinstatement are met. Calculates irregular premium and reinstatement penalty due when reinstatement is approved. Types notices of reinstatement approval or denial, and of payment due, and sends notices to insured.
GOE: 07.05.02 STRENGTH: S GED: R3 M2 L3 SVP: 4 DLU: 77

219.362-054 SECURITIES CLERK (financial)

Records security transactions, such as purchases and sales, stock dividends and splits, conversions, and redemptions: Issues receipts for securities received from customers. Prepares transmittal papers or endorsements for securities sold to ensure payment, transfer, and delivery. Issues vault withdrawal orders at customer request. Computes dividends to be disbursed to customers. Writes letters to customers to answer inquiries on security transactions. May prepare reports on individual customer accounts.
GOE: 07.01.04 STRENGTH: S GED: R4 M4 L3 SVP: 5 DLU: 89

219.362-066 VOUCHER CLERK (r.r. trans.) alternate titles: claims clerk

Compiles data to prorate cost of lost or damaged goods among interline railroad carriers: Receives claim for lost or damaged goods filed by shipper of consignee. Verifies records to substantiate claim of shipment and requests CUSTOMER-COMPLAINT CLERK (clerical) to investigate claim and to submit estimate of value of lost or damaged goods. Receives estimate and verifies records to ascertain names of carriers involved in transporting goods. Computes number of miles each carrier transported goods. Prorates and computes cost to be charged to interline carriers according to comparative mileage in transit over each railroad, using calculating machine. Records name of each interline carrier involved and amount prorated to each.
GOE: 07.02.04 STRENGTH: S GED: R4 M4 L3 SVP: 4 DLU: 77

219.362-070 TAX PREPARER (business ser.) alternate titles: income-tax-return preparer; tax form preparer

Prepares income tax return forms for individuals and small businesses: Reviews financial records, such as prior tax return forms, income statements, and documentation of expenditures to determine forms needed to prepare return. Interviews client to obtain additional information on taxable income and deductible expenses and allowances. Computes taxes owed, using adding machine, and completes entries on forms, following tax form instructions and tax tables. Consults tax law handbooks or bulletins to determine procedure for preparation of atypical returns. Occasionally verifies totals on forms prepared by others to detect errors of arithmetic or procedure. Calculates form preparation fee according to complexity of return and amount of time required to prepare forms.
GOE: 07.02.02 STRENGTH: S GED: R4 M4 L3 SVP: 4 DLU: 86

219.362-074 TRUST OPERATIONS ASSISTANT (financial)

Opens and closes trust accounts; arranges transfer of trust assets; updates trust account records; pays bills, dividends, and interest; and performs clerical duties in personal or corporate trust department: Compiles, records, and enters names and addresses, description of assets, and other information, or deletes information previously entered, to open or close trust account, using computer. Calls or writes holders of assets, trust customer, stock transfer company, and other parties, and transmits specified documents to arrange for transfer of securities and other trust assets to or from trust account. Documents funds received or disbursed and updates records. Prepares and mails checks, or enters commands to generate checks, to pay bills for personal trust customers, disburse loan proceeds, and remit dividends, interest, and other funds to recipients. Composes and types business letters, using computer or typewriter. Opens mail and answers telephone. May call investment department to obtain information on investments and market conditions requested by trust customer. May place customer order for purchase or sale of investment with establishment investment department.
GOE: 07.01.03 STRENGTH: L GED: R4 M3 L4 SVP: 6 DLU: 89

219.367-010 CHECKER, DUMP GROUNDS (business ser.)

Estimates size of load on truck entering dump grounds. Collects fees based on size of load and type of material dumped. Keeps record of truckloads and money received. Directs truck drivers to designated dumping areas. May weigh truck, using scale, to determine amount of load.
GOE: 05.09.03 STRENGTH: L GED: R3 M3 L2 SVP: 3 DLU: 77

219.367-014 INSURANCE CLERK (financial; insurance)

Orders insurance policies to ensure coverage for property owned by establishment and for property held as security for loan: Reviews premium notices from insurance companies for property owned by establishment. Types check or voucher requesting payment of premium. Reviews notification from insurance companies of lapse in premium paid by customer for loan collateral, such as real estate, automobile, aircraft, or boat. Orders payment of premium and notifies customer of delinquency in premium. Arranges for renewal, transfer or cancellation of insurance coverage. Records dates of insurance expiration and cancellation, using computer.
GOE: 07.05.03 STRENGTH: S GED: R3 M3 L3 SVP: 4 DLU: 78

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219.367-018 MERCHANDISE DISTRIBUTOR (retail trade)

Compiles reports of stock on hand and kind and amount sold: Dispatches inventory data to units of retail chain. Routes merchandise from one branch store to another on the basis of sales. Usually specializes in one type of merchandise, such as dresses, sportswear, or lingerie. May give directions to one or more workers.
GOE: 07.05.04 STRENGTH: L GED: R3 M2 L2 SVP: 3 DLU: 77

219.367-022 PAPER-CONTROL CLERK (water trans.)

Prepares control form of space available for cargo in company's ships scheduled for loading: Records onto control sheet previous day's bookings by ship and type of cargo. Calculates remaining space available, according to type of space, such as refrigeration, container, and general cargo.
GOE: 07.02.03 STRENGTH: S GED: R3 M3 L3 SVP: 5 DLU: 77

219.367-030 SHIPPING-ORDER CLERK (clerical)

Requisitions transportation from freight carriers to ship plant products: Reads shipping orders to determine quantity and type of transportation needed. Contacts carrier representative to make arrangements and to issue instructions for loading products. Annotates shipping orders to inform shipping department of loading location and time of arrival of transportation. May perform other clerical tasks, such as typing and mailing bills, typing correspondence, and keeping files.
GOE: 07.05.04 STRENGTH: L GED: R3 M2 L3 SVP: 4 DLU: 77

219.367-038 UNDERWRITING CLERK (insurance) alternate titles: underwriting analyst

Compiles data and performs routine clerical tasks to relieve UNDERWRITER (insurance) of minor administrative detail, using knowledge of underwriting and policy issuing procedures: Reviews correspondence, records, and reports to select routine matters for processing. Routes risk-involved matters to UNDERWRITER (insurance) for evaluation. Prepares requisitions for and reviews credit and motor vehicle reports and results of investigations to compile and summarize pertinent data onto underwriting worksheets. Consults manuals to determine rate classifications and assigns rates to pending applications, using adding machine. Corresponds with or telephones field personnel to inform them of underwriting actions taken. Maintains related files.
GOE: 07.01.04 STRENGTH: L GED: R3 M3 L3 SVP: 4 DLU: 77

219.367-042 CANCELING AND CUTTING CONTROL CLERK (financial)

Verifies amount and denominations of worn or mutilated currency for canceling and cutting in unit of Federal Reserve Bank: Counts amounts and denominations of worn or mutilated currency, using automatic counting machine. Verifies entries on delivery and debit tickets. Records amounts, denominations, and types (notes, certificates, old series) of currency processed and shipped for destruction. Totals figures daily in ledger to prove transactions, using adding machine or calculator. Oversees canceling and cutting operations to ensure custody of currency during operations. Notifies U.S. Treasury Department of daily disposition of specified categories of currency. Compiles and prepares statistical reports.
GOE: 07.03.01 STRENGTH: S GED: R4 M3 L3 SVP: 7 DLU: 86

219.367-046 DISBURSEMENT CLERK (financial)

Verifies accuracy of consumer loan applications and records loan: Compares original application against credit report. Types checks for approved loans. Prepares loan work sheet, insurance record, credit report, and application copy for each loan. Records loan and types daily report of loan transactions, using computer. Prepares payment book and mails payment book to customer. Answers customer questions, such as current rates and date loan checks were issued.
GOE: 07.05.02 STRENGTH: S GED: R3 M3 L3 SVP: 4 DLU: 86

219.367-050 LETTER-OF-CREDIT CLERK (financial)

Issues import and export letters of credit and accepts payments: Notifies exporters and importers of issuance of letters of credit covering shipment of merchandise. Reviews letter of credit documents to determine compliance with international standards. Verifies terms of credit, such as amount, insurance coverage, and shipping conditions to determine compliance with established standards. Coordinates customer credit information and collateral papers with LOAN OFFICER (financial) 186.267-018 to comply with bank credit standards. Types letters of credit and related documents, using typewriter or computer. Records payments and liabilities and other customer account information, using computer. May translate correspondence into English or foreign language.
GOE: 07.05.02 STRENGTH: S GED: R4 M3 L3 SVP: 5 DLU: 89

219.382-010 CHECK WRITER (retail trade)

Imprints payment data on checks, records payment details on check register, using checkwriting machine, and compiles summaries of daily disbursements: Receives checks and vouchers authorized for payment, selects specified check register form, and inserts form into checkwriting-machine slot. Depresses buttons to transcribe payment data from voucher into machine. Inserts blank check into additional slot and presses bar to imprint details on check register and check. Removes check and repeats procedure to process batch of checks. Turns key to release signature plate and removes plate when processing checks totalling more than designated amount and sets such checks aside for handwritten signature by authorized personnel. Pulls lever to clear machine and print total on individual register. Compares register total with total on adding-machine tape to verify accuracy of register totals. Corrects errors or returns vouchers to other personnel for correction. Compiles daily summary of payment amounts by bank, merchandise, and expense categories and totals amounts, using adding machine.
GOE: 07.06.02 STRENGTH: S GED: R4 M4 L2 SVP: 3 DLU: 77

219.387-010 ASSIGNMENT CLERK (tel. & tel.) alternate titles: clerk, cable transfer

Compiles records and authorizations to facilitate installation or rewiring of telephone or telegraph lines resulting from subscribers' address changes or other changes in service: Selects, assigns, and posts cable-assignment data and telephone numbers on service orders. Routes orders to service department, information operators, and directory-compilation personnel for action. Reviews completed disconnection orders to update cable-assignment records. Prepares statistical reports and assembles data for subscriber-analysis studies, as directed. May request field investigation by FACILITY EXAMINER (tel. & tel.) where records do not indicate available facilities for subscriber service.
GOE: 07.05.03 STRENGTH: S GED: R3 M3 L3 SVP: 4 DLU: 77

219.387-014 INSURANCE CLERK (clerical)

Compiles records of insurance policies covering risks to property and equipment of industrial organization: Files records of insurance transactions and keeps calendar of premiums due and expiration dates of policies. Prepares vouchers for payment of premiums and verifies that payments have been made. Fills in data on renewal policy applications and forwards applications to insurance company. Compiles statistical data for reports to insurance company and departments in organization. May notify insurance company of changes in property or equipment affecting insurance coverage. May type amortization schedules.
GOE: 07.05.03 STRENGTH: S GED: R4 M3 L3 SVP: 4 DLU: 77

219.387-022 PLANIMETER OPERATOR (government ser.)

Traces boundary lines of land plots on aerial photographs to determine acreage, using planimeter: Centers $T3tracer point$T1 of planimeter arm on plot to be measured and places pivot arm at right angle to tracer point. Moves tracer point to starting point on photograph according to shape of area to be measured and traces boundary until point of beginning is reached. Records figures shown on dial and measuring wheels of planimeter at beginning and ending of tracing and subtracts figures from each other to determine acreage.
GOE: 07.07.03 STRENGTH: S GED: R3 M2 L1 SVP: 3 DLU: 77

219.387-026 SPACE-AND-STORAGE CLERK (ordnance)

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Keeps records of weights and amounts of ammunition and components stored in magazines (storage areas) of arsenal: Posts ledger showing gross weights and amounts of each type of ammunition on hand according to information contained in receiving, shipping, and transfer reports. Keeps charts of floor plan of magazines, indicating utilization of space and type of ammunition stored, according to reports on movement of stores. Compiles periodic reports on amounts of each type of ammunition on hand and floor space available for each type (dangerous explosives are segregated).
GOE: 07.05.03 STRENGTH: L GED: R3 M2 L2 SVP: 3 DLU: 77

219.387-030 STOCK CONTROL CLERK (clerical) alternate titles: inventory clerk; inventory control clerk; stock order lister

Performs any combination of following tasks to compile records concerned with ordering, receiving, storing, issuing, and shipping materials, supplies, and equipment: Compiles data from sources, such as contracts, purchase orders, invoices, requisitions, and accounting reports and writes, types, or enters information into computer to maintain inventory, purchasing, shipping, or other records. Keeps back order file in established sequence and releases back orders for issue or shipment as stock becomes available. Compiles stock control records and information, such as consumption rate, characteristics of items in storage, and current market conditions, to determine stock supply and need for replenishment. Prepares requisitions, orders, or other documents for purchasing or requisitioning new or additional stock items. Compares nomenclature, stock numbers, authorized substitutes, and other listed information with catalogs, manuals, parts lists, and similar references to verify accuracy of requisitions and shipping orders. Reviews files to determine unused items and recommends disposal of excess stock.
GOE: 07.05.03 STRENGTH: L GED: R4 M3 L3 SVP: 5 DLU: 87

219.462-010 COUPON CLERK (financial)

Receives matured bond coupons from bank departments, local banks, and customers to effect collection on cash basis, or for payment when future collection is made: Examines coupons presented for payment to verify issue, payment date, and amount due. Enters credit in customer's passbook or into computer system, for coupons accepted for payment. Liquidates collection payment by debiting and crediting accounts. Issues checks to bond owners in settlement of transactions. Totals and proves daily transactions, using adding machine or calculator. Composes, types, and mails correspondence relating to discrepancies, errors, and outstanding unpaid items. Totals outstanding unpaid cash coupons, using adding machine or calculator, and records amounts in ledgers or into computer system.
GOE: 07.02.02 STRENGTH: S GED: R4 M3 L4 SVP: 5 DLU: 77

219.462-014 TRAIN CLERK (r.r. trans.) alternate titles: schedule clerk

Records time each train arrives and departs from station or terminal: Records number of train, engine, and exact time train departs or arrives. Compares time of arrival or departure with train schedules to ascertain number of minutes train was off schedule. Ascertains from train crew or YARD MANAGER (r.r. trans.) reasons or causes for delays. Transmits train-movement data to electronic data processing system, using on-line console or telegraphic typewriter. May type operating information, such as switching lists and personnel assignments, according to instructions from YARD MANAGER (r.r. trans.).
GOE: 07.05.03 STRENGTH: S GED: R3 M2 L2 SVP: 3 DLU: 77

219.467-010 GRADING CLERK (education) alternate titles: grade recorder; test clerk

Scores objective-type examination papers and computes and records test grades and averages of students in school or college: Grades papers, using electric marking machine. Totals errors found and computes and records percentage grade on student's grade card. Averages test grades to compute student's grade for course. May use weight factors in computing test grades and arriving at final averages.
GOE: 07.02.03 STRENGTH: S GED: R4 M3 L3 SVP: 3 DLU: 77

219.482-010 BROKERAGE CLERK I (financial)

Records purchase and sale of securities, such as stocks and bonds, for investment firm: Computes federal and state transfer taxes and commissions, using calculator and rate tables. Verifies information, such as owners' names, transaction dates, and distribution instructions, on securities certificates to ensure accuracy and conformance with government regulations. Posts transaction data to accounting ledgers and certificate records. Types data on confirmation form to effect transfer of securities purchased and sold. Receives securities and cash and schedules delivery of customer securities.
GOE: 07.02.02 STRENGTH: S GED: R4 M3 L3 SVP: 5 DLU: 77

219.482-014 INSURANCE CHECKER (insurance)

Verifies accuracy of insurance company records, performing any combination of following duties: Compares computations on premiums paid, interest, and dividends due with same data on other records. Verifies data on applications and policies, such as age, name, and address, principal sums, and value of property. Proofreads printed material concerning insurance programs. Verifies computations on interest accrued, premiums due, and settlement surrender or loan values, using calculator, manuals, and rate books. May train new employees. May be designated according to data checked as Abstract Checker (insurance); Policy Checker (insurance).
GOE: 07.05.02 STRENGTH: S GED: R3 M3 L3 SVP: 5 DLU: 78

219.482-018 REINSURANCE CLERK (insurance)

Types reinsurance applications and contracts and calculates reinsurance liability, working for either prime insurer or reinsurer and by either of following methods: (1) Calculates reinsurance required on each risk, considering limit of liability. Selects reinsurers who may accept part of ceded liability. Types applications. Computes amount of each premium due, using calculating machine. Accepts reinsurers and their liability for cash values and dividends. Prepares abstract for typing of contracts. (2) Receives reinsurance application from prime insurer. Determines amount of insurance already held on risk from company records and calculates reinsurance that company can accept, based on limit of liability. Determines if reinsurance is automatic from treaty provisions and sends application to underwriting department when it is not automatic. Types notice of acceptance or rejection, based on limit of liability, and action of UNDERWRITER (insurance). Operates calculator to verify computations made by prime insurer.
GOE: 07.02.04 STRENGTH: S GED: R4 M3 L3 SVP: 5 DLU: 77

219.487-010 TAX CLERK (clerical) alternate titles: revenue-stamp clerk

Computes state or federal taxes on sales transactions, production processes, or articles produced, and keeps record of amount due and paid. May affix revenue stamps to tax reports to cover amount of tax due.
GOE: 07.02.04 STRENGTH: S GED: R3 M2 L2 SVP: 3 DLU: 77

219.587-010 PARIMUTUEL-TICKET CHECKER (amuse. & rec.) alternate titles: ticket counter

Counts and records number of parimutuel tickets cashed at race track to verify records of cashiers. Compares totals with entries on daily balance sheet. Compares each ticket with sample or examines tickets under fluorescent light to verify validity of tickets. Reports discrepancies.
GOE: 07.05.02 STRENGTH: S GED: R3 M3 L3 SVP: 2 DLU: 77

22 PRODUCTION AND STOCK CLERKS AND RELATED OCCUPATIONS

This division includes occupations concerned with compiling and maintaining production records, expediting flow of work and materials, and receiving, storing, shipping, issuing, requisitioning, and accounting for materials and goods.

221 PRODUCTION CLERKS

This group includes occupations concerned with compiling records and reports on various aspects of production, such as materials and parts used, products produced, and frequency of defects; estimating or measuring amount of material needed and computing material and production costs; counting, measuring, or weighing goods produced or material on hand to tally data for production control or payroll purposes; charting production progress; preparing or distributing work tickets, formula cards,

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or other production guides; scheduling and expediting flow of work and materials for production or repair; coordinating, scheduling or monitoring production, using electronic equipment; and observing production operations to log products produced, materials used, processes completed, and machine and instrument readings. Occupations concerned with preparing payroll and timekeeping records from production data are found in Group 215.

221.132-010 CHIEF CLERK, MEASUREMENT DEPARTMENT (petrol. & gas; pipe lines)

Supervises and coordinates activities of workers engaged in compiling reports concerning quality and quantity of oil or natural gas produced, purchased, transported, and sold: Directs clerks in compiling of production and sales reports, purchase orders, and transportation records. Oversees consolidation of data used to determine heating quality of natural gas. Directs clerks in compiling production records and other reports. Calculates factors used to compute petroleum or gas volumes transported by pipelines, using adding machine or calculator. Performs duties as described under SUPERVISOR (clerical) Master Title. May direct CHART CLERKS (clerical) in compiling data relating to volume of petroleum or gas products passing specified points on pipeline system and be designated Chart Clerk, Chief (clerical).
GOE: 07.02.03 STRENGTH: S GED: R4 M4 L4 SVP: 7 DLU: 77

221.137-010 CONTROL CLERK, HEAD (clock & watch)

Supervises and coordinates activities of CONTROL CLERKS (clock & watch) engaged in distributing material to workers and keeping records of parts worked on and completed: Keeps perpetual inventory of watches in department. Totals hours worked by subordinates for payroll purposes. Issues work tickets. Performs duties as described under SUPERVISOR (clerical) Master Title.
GOE: 05.09.02 STRENGTH: L GED: R4 M3 L4 SVP: 6 DLU: 77

221.137-014 SUPERVISOR, PRODUCTION CLERKS (clerical)

Supervises and coordinates activities of PRODUCTION CLERKS (clerical) engaged in keeping records and preparing statistical statements and reports on production of manufactured goods, consumption of raw materials, and other production data, performing duties as described under SUPERVISOR (clerical) Master Title.
GOE: 07.02.03 STRENGTH: S GED: R4 M4 L4 SVP: 7 DLU: 77

221.137-018 SUPERVISOR, PRODUCTION CONTROL (clerical)

Supervises and coordinates activities of MATERIAL COORDINATORS (clerical) engaged in expediting flow of material, parts, and assemblies within or between departments of industrial plant, and of PRODUCTION COORDINATORS (clerical) engaged in scheduling production operations: Evaluates written data, such as job orders, product specifications and operations sheets, parts and materials inventory lists, and machine and worker production rates, to establish efficient allocation and scheduling of parts, materials, machines, and sequences of operations and workflow. Confers with production personnel to resolve problems affecting production schedules. Performs duties as described under SUPERVISOR (clerical) Master Title.
GOE: 05.09.02 STRENGTH: L GED: R4 M3 L4 SVP: 8 DLU: 77

221.162-010 PRODUCTION SCHEDULER, PAPERBOARD PRODUCTS (paper goods) alternate titles: production clerk; production planner; scheduler

Prepares production schedules and miscellaneous reports for manufacturing such paperboard products as corrugated and folded cartons, boxes, and containers: Examines blueprint or drawings to determine type and quantity of material and equipment required to manufacture number of containers specified. Confers with production personnel to clarify processing methods or establish sequence of operations. Prepares production schedules, issues work orders, and keeps progress records [PRODUCTION CLERK (clerical)]. Calculates unit and job-lot manufacturing costs of containers, based on size and type, and involving such factors as labor, material, handling, and shipping costs.
GOE: 05.03.03 STRENGTH: S GED: R4 M4 L4 SVP: 6 DLU: 77

221.167-010 COPY CUTTER (print. & pub.)

Coordinates activities of workers engaged in setting of copy into type: Examines, apportions, and distributes editorial and classified advertising copy to COMPOSITORS (print. & pub.); LINOTYPE OPERATORS (print. & pub.); or MONOTYPE-KEYBOARD OPERATORS (machinery mfg.; print. & pub.). Examines copy to determine time and date for publication, type style, and size specified for headings and body. Determines size of sections to be cut and distributed, according to time available for setting type. Cuts copy into sections, marks sections with type size if cuts are to be used, and distributes to composing room. May mark sections to aid in assembling type and cuts in galley.
GOE: 05.10.05 STRENGTH: S GED: R4 M3 L3 SVP: 8 DLU: 77

221.167-014 MATERIAL COORDINATOR (clerical) alternate titles: material control expediter; production control scheduler

Coordinates and expedites flow of materials, parts, and assemblies between sections or departments, according to production and shipping schedules or department priorities, and compiles and maintains manual or computerized records: Reviews production schedules and related information and confers with department supervisors to determine material requirements to identify overdue materials and to track material. Requisitions material and establishes sequential delivery dates to departments, according to job order priorities and material availability. Examines material delivered to production departments to verify conformance to specifications. Arranges in-plant transfer of materials to meet production schedules. Computes amount of material required to complete job orders, applying knowledge of product and manufacturing processes. Compiles and maintains manual or computerized records, such as material inventory, in-process production reports, and status and location of materials. May move or transport materials from one department to another, manually or using material handling equipment. May arrange for repair and assembly of material or part. May monitor and control movement of material and parts on automated conveyor system.
GOE: 05.09.02 STRENGTH: L GED: R4 M3 L4 SVP: 6 DLU: 90

221.167-018 PRODUCTION COORDINATOR (clerical) alternate titles: production controller; production expediter; production scheduler; progress clerk; schedule clerk; scheduler

Schedules and coordinates flow of work within or between departments of manufacturing plant to expedite production: Reviews master production schedule and work orders, establishes priorities for specific customer orders, and revises schedule according to work order specifications, established priorities, and availability or capability of workers, parts, material, machines, and equipment. Reschedules identical processes to eliminate duplicate machine setups. Distributes work orders to departments, denoting number, type, and proposed completion date of units to be produced. Confers with department supervisors to determine progress of work and to provide information on changes in processing methods received from methods or engineering departments. Compiles reports concerning progress of work and downtime due to failures of machines and equipment to apprise production planning personnel of production delays. Maintains inventory of materials and parts needed to complete production. May expedite material [MATERIAL COORDINATOR (clerical) 221.167-014]. May expedite production of spare parts and establish delivery dates for spare parts orders and be designated Spares Scheduler (clerical). May coordinate and expedite work in automobile repair and service establishment from control tower, using public address system, and be designated Work Coordinator, Tower Control (automotive ser.). May use computer system to track and locate production units.
GOE: 05.09.02 STRENGTH: S GED: R4 M3 L4 SVP: 6 DLU: 87

221.167-022 RETORT-LOAD EXPEDITER (wood prod., nec) alternate titles: load tallier

Coordinates tram-car loading activities in wood-preserving plant to expedite movement of wood products into treatment retorts, tallies products loaded to verify against customer orders, and records product-load data for use by processing personnel: Confers with supervisors to determine processing schedule. Determines combinations of orders which can be processed together and number and sizes of tram cars required for each retort charge, according to retort capacities, wood types, and estimate of product volume. Directs RIGGER (any industry) 921.260-010 and OVERHEAD CRANE OPERATOR (any industry) 921.663-010 in tram-car loading operations. Examines loaded tram cars to verify linkage between cars and determine need for securing load. Counts products in each car by size and wood type and compares total against customer specifications to ensure that orders are complete. Times loading activities for each order and posts time in tally book. Computes displacement (volume in cubic feet) of each retort charge, using calculator, records displacement figure onto record form, and delivers form to TREATING-PLANT SUPERVISOR (wood prod., nec) 561.131-010 to clear load for processing and provide processing data.
GOE: 05.09.02 STRENGTH: L GED: R3 M3 L3 SVP: 5 DLU: 77

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221.167-026 CUSTOMER SERVICES COORDINATOR (print. & pub.)

Coordinates production of printed materials and prepress or printing services with customer's requirements: Confers with customers throughout production to keep them informed of status of job, to solicit and resolve inquiries and complaints, to obtain approval of materials, such as artwork, color separations (film for each primary color), ink samples, and proofs, and to procure information and materials needed by establishment personnel to process order. Determines supplies, materials, and equipment needed for job order, plans and draws layout of job, and routes supplies and materials, such as pasteups, artwork, copy, film, or prints, to work areas to put job order into production. Monitors progress of job order throughout production, confers with establishment personnel, orders supplies, contracts services with outside vendors, and alters production schedule and job order to expedite timely processing of job in accordance with customer's requirements and company standards.
GOE: 05.09.02 STRENGTH: L GED: R5 M4 L4 SVP: 6 DLU: 89

221.362-010 AIRCRAFT-LOG CLERK (air trans.) alternate titles: aircraft-inspection-record clerk; aircraft-time clerk; equipment scheduler; maintenance-planning clerk

Keeps records of usage and time intervals between inspection and maintenance of designated airplane parts: Compiles data from flight schedules and computes and posts amount of time airplanes and individual parts are in use daily, using calculating machine. Maintains card file for individual parts with notations of time used and facts taken from inspection records. Notifies inspection department when parts and airplanes approach date for inspection, including accumulated time and routing schedule. Records work notations onto inspection report forms, using typewriter. Prepares reports on schedule delays caused by mechanical difficulties to be filed with Federal Aviation Administration. May keep reports on amounts of gasoline used daily. May keep employees' time records [TIMEKEEPER (clerical)].
GOE: 07.05.03 STRENGTH: S GED: R3 M3 L3 SVP: 4 DLU: 77

221.362-014 DISPATCHER, RELAY (pipe lines)

Compiles and transmits dispatching information and instructions between central office, pipeline terminals, tank farms, and pumping and compressor stations: Relays messages to stations to direct flow of oil and gas, using PBX switchboard. Transmits, receives, and posts information pertaining to pumping schedules, oil and gas pressures, gauging reports, oil stocks and storage capacities, and physical characteristics of gas and oil in storage and lines, such as temperatures, specific gravities, Btu, and sediment content. Receives, records, and prepares reports of quantities of oil and gas pumped or compressed and received by stations and tank farms. Performs other clerical duties, such as typing reports and records and keeping files. May communicate with field personnel, using radio-telephone equipment.
GOE: 07.04.05 STRENGTH: S GED: R3 M3 L3 SVP: 5 DLU: 77

221.362-018 ESTIMATOR, PAPERBOARD BOXES (paper goods)

Estimates cost of manufacturing paperboard boxes, according to specifications, blueprints, and diagrams, using tables, charts, and arithmetic calculations: Confers with plant production personnel to select machines for possible use in manufacturing boxes. Reads tables to estimate cost of each production operation. Determines positions of pattern on blank (paperboard sheet) to minimize waste and facilitate operations on machines. Calculates total material to be used and total material cost, using calculator and considering quantity, quality, and style of box, packaging, and delivery rates. Submits total estimate to sales department. May estimate cost of manufacturing boxes made from other types of materials.
GOE: 05.09.02 STRENGTH: L GED: R4 M4 L4 SVP: 6 DLU: 77

221.362-022 PROGRESS CLERK (construction)

Records and reports progress of construction work: Reviews information, such as daily record of activities (log), records of materials received and used, and reports from various workers. Prepares and types report. May inspect and measure work completed. May photograph construction work at various stages of completion to report progress pictorially.
GOE: 07.05.03 STRENGTH: L GED: R4 M3 L3 SVP: 5 DLU: 77

221.362-026 RAILROAD-MAINTENANCE CLERK (r.r. trans.)

Compiles and records information pertaining to track and right-of-way repair and maintenance by railroad section crews, such as materials used, types and locations of repairs made, and hours expended. Types or writes requisitions for materials needed. May keep daily time records [TIMEKEEPER (clerical)] and compile maintenance reports for specific section crew and be designated Road Clerk (r.r. trans.). May compile daily, weekly, and monthly composite reports and be designated Section-Crews-Activities Clerk (r.r. trans.).
GOE: 07.05.03 STRENGTH: S GED: R3 M3 L3 SVP: 4 DLU: 77

221.362-030 COMPUTER PROCESSING SCHEDULER (clerical)

Schedules work for computer processing and monitors execution of schedule, using software and computer terminal: Reviews computer processing job requests received from programmers and computer users, and talks with programmers and users to determine processing requirements, such as computer time and memory required, and priority. Develops processing schedule, using computer terminal and job scheduling software. Reviews completed schedule to detect conflicts and ensure availability of memory and other computer resources, using computer terminal. Talks with programmers and users to resolve conflicts in schedule. Enters commands to ensure that new processing jobs do not hinder computer operation, following programmers' specifications. Monitors computer terminal display to detect problem, and to ensure that data entered are correct and that jobs will run as scheduled. Corrects problem, such as failure of program to run, or program running incorrect sequence. May establish guidelines for scheduling work. May train other workers in use of scheduling software.
GOE: 07.05.01 STRENGTH: S GED: R4 M2 L4 SVP: 6 DLU: 90

221.367-010 ALTERATIONS WORKROOM CLERK (retail trade)

Schedules distribution of garments received for alterations within alteration workroom of retail store: Receives garment from sales floor, checks accuracy of entries on sales slip against garment tag, and removes section of tag for record purposes. Segregates garments on racks and distributes work according to nature of alteration and completion date specified on tag. Receives tags from alteration workers upon completion of alterations and matches with tags in file. Transcribes figures from tag to production record of each worker and computes daily and weekly figures, using adding machine. Answers telephone calls from customers regarding status of garments being altered and complaints about unsatisfactory alterations on completed garments.
GOE: 05.09.02 STRENGTH: L GED: R3 M2 L2 SVP: 3 DLU: 77

221.367-014 ESTIMATOR, PRINTING (print. & pub.)

Estimates labor and material costs of printing and binding books, pamphlets, periodicals, and other printed matter, based on specifications outlined on sales order or submitted by prospective customer: Examines specifications, sketches, and sample layouts, and calculates unit and production costs, using labor and material pricing schedules, and considering factors such as size and number of sheets or pages, paper stock requirements, binding operations, halftones, number and units of colors, and quality of finished product, to determine cost effective and competitive price. Confers with department heads or production personnel to develop or confirm information regarding various cost elements. May estimate cost of mailing finished printed matter if specified on order. May estimate labor and material cost of specific phase of printing, such as plate making or binding, and be designated according to specialty as Estimator, Printing-Plate-Making (print. & pub.) or Estimator, Binding (print. & pub.).
GOE: 05.09.02 STRENGTH: L GED: R4 M3 L3 SVP: 6 DLU: 89

221.367-018 FOLLOW-UP CLERK (elec. equip.)

Locates, gathers, and groups, according to specifications, parts required to complete switchgear units at place of installation: Prepares list of parts and materials, such as circuit breakers, transformers, bus-bars, wiring materials, insulation, hardware, paints, and ventilating pipes. Locates parts in plant by consulting production records, supervisors, and production personnel. Gathers parts dismantled from switchgear units. Fills orders for accessory parts from stockroom and withdraws repaired items from repair department. Groups parts according to pattern in which switchgear units are split up for shipment. Tags items with identifying information and routes to inspection

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and shipping department. Posts information on status of accessory, split, and repair orders in production book.
GOE: 05.09.02 STRENGTH: M GED: R4 M3 L3 SVP: 6 DLU: 77

221.367-022 INDUSTRIAL-ORDER CLERK (clerical)

Verifies completion of industrial orders and conformance of product to specifications: Compares blueprints with contract or order to ascertain that product meets engineering specifications. Communicates with customer and delivery personnel to verify delivery of product. Fills out completion slip after order is filled. May route products not meeting specifications to production units for correction.
GOE: 05.09.03 STRENGTH: S GED: R4 M3 L4 SVP: 4 DLU: 77

221.367-026 LINE-UP WORKER (auto. mfg.) alternate titles: scheduler; scheduler, conveyor; transfer and line-up worker

Relays scheduling information to workers on automotive assembly line: Reads production schedule and computer printouts and relays information orally or by written instructions. Verifies conformity of assemblies and parts on conveyor lines with scheduling information. Notifies workers to switch parts and assemblies not in sequence. Enters production data in computer, using keyboard or laser reader.
GOE: 05.09.02 STRENGTH: L GED: R3 M2 L2 SVP: 3 DLU: 78

221.367-030 LOCOMOTIVE LUBRICATING-SYSTEMS CLERK (r.r. trans.)

Keeps and reviews records and reports pertaining to locomotive lubricating systems and advises railroad repair shops when locomotives require oil change or repair to lubricating systems: Scans incoming reports to identify locomotives with oil contamination. Dials computer dial phone to obtain location of oil-contaminated locomotives. Telephones and directs clerks at reported locations to notify maintenance personnel to determine contamination causes and make necessary repairs. Requests that locomotives be pushed to nearest repair shops when bad-oil reports indicate need for major repairs. Reviews reports to identify locomotives requiring repeated repairs and advises need for major repairs to prevent possible crankshaft damage. Verifies and records informational data on all repairs. Plots weekly and 10-week-average graphs and prepares reports on locomotives' lubrication oil and lubrication systems. May test locomotive water for chromate contents, using spectrophotometer, and notify repair shops of need for rust or clogging-preventative additives.
GOE: 07.05.01 STRENGTH: S GED: R3 M2 L3 SVP: 5 DLU: 77

221.367-034 MACHINE-STOPPAGE-FREQUENCY CHECKER (textile) alternate titles: frequency checker; survey hand

Records number and cause of machine stoppage on textile machines, such as looms and spinning frames, for payroll, work assignment, and quality control purposes: Observes machine and questions worker to determine reason for machine stoppage. Records information on forms for analysis by management. May perform quality control tests on samples, such as measuring variations in thickness and testing tensile strength, using testing equipment. May record and total items, such as material and labor costs to determine plant processing costs. May be known as Loom-Stop Checker (textile) when working in weave room. May be known as Ends-Down Checker (textile) when observing spinning or roving frames.
GOE: 05.09.03 STRENGTH: L GED: R3 M3 L3 SVP: 3 DLU: 78

221.367-038 MAINTENANCE DATA ANALYST (military ser.)

Prepares schedules for preventive maintenance of equipment to ensure uninterrupted operation of equipment: Reviews maintenance schedule to determine preventive maintenance to be performed on equipment. Compares maintenance and staff hour data against monthly maintenance plans, work load estimates, and standards. Calculates amount of human resources required to perform maintenance work. Notifies superiors of maintenance to be performed. Identifies and assists superiors in analysis of material deficiencies, high staff hour action areas, and trends and deviations from schedules and standards. Prepares inspection tests, repair, modification, alignment service, and load schedules for aircraft, missiles, and machinery. Maintains maintenance index file for individual equipment maintenance.
GOE: 05.09.02 STRENGTH: L GED: R3 M3 L3 SVP: 5 DLU: 77

221.367-042 MATERIAL EXPEDITER (clerical) alternate titles: expediter; stock chaser

Compiles and maintains material and parts inventory and status information to expedite movement of material and parts between production areas, according to predetermined production schedules and order priorities: Reads production schedules, inventory reports, and work orders to determine type and quantity of materials required, availability of stock, and order priority. Confers with department supervisors to determine overdue material and parts and to inform supervisors of material status. Locates and distributes materials to specified production areas, manually or using handcart, handtruck, or forklift. Records and maintains perpetual inventory of quantity and type of materials and parts received, stocked, and distributed, manually or using computer. Compiles and maintains records, such as material inventory records, production records, and timecards, manually or using computer. May direct INDUSTRIAL-TRUCK OPERATOR (any industry) 921.683-050 or MATERIAL HANDLER (any industry) 929.687-030 to expedite transfer of materials from stock area to production areas. May examine material received, verify part numbers, and check discrepancies, such as damaged or unmarked parts. May compare work ticket specifications to material used at work stations to verify appropriate assignment. May drive truck to outlying work areas to check status of orders or to deliver materials.
GOE: 05.09.02 STRENGTH: M GED: R3 M3 L3 SVP: 4 DLU: 87

221.367-046 MILL RECORDER, COMPUTERIZED MILL (steel & rel.)

Compiles and feeds input data into computer that controls reduction processing of steel slabs on roughing section of hot-strip rolling mill and records mill production and operating data: Reviews rolling schedule to ascertain operational data, such as slab sizes, metallurgical analysis, and rolling sequences. Contacts heating personnel by intercom system to ascertain stock of scheduled slabs and notifies crew of deviations from rolling schedule. Notifies supervisor when data is in computer. Monitors computer readout and adjusts input data according to read failures, data errors, or when notified by heating personnel of out-of-sequence changes, no changes, or runback of slabs due to insufficient rolling temperature. Prepares production and delay reports from data in logs and information received from mill crew.
GOE: 05.03.03 STRENGTH: L GED: R3 M2 L3 SVP: 5 DLU: 77

221.367-050 RECORDER (steel & rel.)

Records data concerning steel production to ensure that processing procedures are carried out according to specifications: Reads production, heating, or rolling schedule to determine processing specifications. Distributes copies of orders to operating personnel. Observes processing of material; reads gauges, clocks, and automatic recorder; and records and compares information with schedules to ensure compliance with processing specifications. Marks billets (bars) with tags or chalk. Informs supervisor of deviations from processing instructions. Writes reports describing processing delays and deviations. Records steel production information for different types of processes, such as oxygen-furnace pit, open-hearth pit, structural mill, blooming mill, and slabbing mill.
GOE: 05.09.02 STRENGTH: L GED: R3 M2 L3 SVP: 5 DLU: 79

221.367-054 RELAY-RECORD CLERK (utilities)

Compiles, classifies, and keeps reports and records of tests performed by relay field-test crews and transmits supervisor's instructions to relay test crews of electric power company: Prepares reports and verifies accuracy of data submitted by field-test crews in company plant and substation installations. Prepares reports on maintenance and new-installation tests performed at customer's substation. Classifies, files, and issues blueprints and related documents used on construction work by field-test crews. Verifies accuracy of calculations on test reports, such as power or current transformer ratio, circuit breaker time-performance, and transformer winding resistance, using calculator. Summarizes daily field-test reports and posts data in logbooks. Relays supervisor's instructions to test crews, using communication system.
GOE: 07.05.03 STRENGTH: S GED: R3 M3 L3 SVP: 5 DLU: 77

221.367-058 REPRODUCTION ORDER PROCESSOR (clerical)

Reviews request orders for duplication of printed, typed, and handwritten materials and determines appropriate reproduction method, based on knowledge of cost factors and duplicating machines and processes: Reads duplication requests to ascertain number of copies to be made and completion date requested. Confers with order requestor when additional information is necessary to facilitate completion of order. Designates method of duplication, such as photocopying or offset, and routes request

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orders for processing. Examines completed reproduced material for adherence to order specifications. Keeps files on status of request orders. Keeps supply of standard forms and issues forms as requested.
GOE: 07.05.03 STRENGTH: S GED: R3 M2 L3 SVP: 5 DLU: 77

221.367-062 SALES CORRESPONDENT (clerical)

Compiles data pertinent to manufacture of special products for customers: Reads correspondence from customers to determine needs of customer not met by standard products. Confers with engineering department to ascertain feasibility of designing special equipment. Confers with production personnel to determine feasibility of fabrication and to obtain estimate of cost and production time. Corresponds with customer to inform of production progress and costs. May specialize in correspondence dealing with customer service agreements and be designated Service Correspondent (clerical).
GOE: 05.09.02 STRENGTH: L GED: R4 M2 L4 SVP: 6 DLU: 77

221.367-066 SCHEDULER, MAINTENANCE (clerical) alternate titles: dispatcher, maintenance

Schedules repairs and lubrication of motor vehicles for vehicle-maintenance concern or company automotive-service shop: Schedules vehicles for lubrication or repairs based on date of last lubrication and mileage traveled or urgency of repairs. Contacts garage to verify availability of facilities. Notifies parking garage workers to deliver specified vehicles. Maintains file of requests for services.
GOE: 07.05.01 STRENGTH: S GED: R3 M2 L3 SVP: 4 DLU: 77

221.367-070 SERVICE CLERK (clerical) alternate titles: repair-service clerk; service-order dispatcher

Receives, records, and distributes work orders to service crews upon customers' requests for service on articles or utilities purchased from wholesale or retail establishment or utility company: Records information, such as name, address, article to be repaired, or service to be rendered. Prepares work order and distributes to service crew. Schedules service call and dispatches service crew. Calls or writes customer to ensure satisfactory performance of service. Keeps record of service calls and work orders. May dispatch orders and relay messages and special instructions to mobile crews and other departments, using radio-telephone equipment.
GOE: 07.04.05 STRENGTH: S GED: R3 M2 L2 SVP: 4 DLU: 77

221.367-078 TRAFFIC CLERK (business ser.)

Compiles schedules and control records on work in process in advertising agency to ensure completion of artwork, copy, and layouts prior to deadline and notifies staff and clients of schedule changes: Keeps schedules and records on work to ensure arrival of printing and artwork, as needed, and to ensure completion of copy. Contacts vendors and notifies agency personnel and clients of changes in schedules.
GOE: 07.05.01 STRENGTH: S GED: R4 M2 L3 SVP: 4 DLU: 77

221.367-082 WORK-ORDER-SORTING CLERK (utilities)

Sorts and routes work orders for construction of gas or electric mains, service connections, or meter installations: Relays work orders, messages and special instructions by telephone or personal notification to service crews. Keeps control register showing number of work orders received and date completed.
GOE: 07.05.04 STRENGTH: S GED: R3 M2 L3 SVP: 5 DLU: 77

221.367-086 CLERK, TELEVISION PRODUCTION (radio-tv broad.)

Schedules use of facility and equipment and compiles and maintains employee work schedules and equipment and facility usage records for public broadcasting station: Schedules personnel based on written or oral requisition for studio usage, equipment needed for television production, and availability of workers. Compiles leave and vacation schedules. Prepares daily and weekly charts that indicate worker assignment and usage of facilities and equipment. Duplicates charts for distribution to staff, using photocopy machine. Revises schedule charts to accommodate changing priorities and worker absences. Compiles and submits timesheet information to payroll office.
GOE: 07.05.01 STRENGTH: S GED: R4 M3 L3 SVP: 6 DLU: 86

221.367-090 FORMULA CLERK (textile)

Adapts basic dye formulas for use in dyeing goods in accordance with customer specifications: Reads production orders scheduled for processing to determine number of pounds of yarn or fabric to be dyed. Reviews basic dye formula developed for dyeing specified customer lot to ascertain weights of dyes and chemicals used in basic formula. Computes amounts of dyes and chemicals required to dye specified number of pounds of goods in conformity with customer specifications, utilizing knowledge of machine capacity, applying mathematical formulas and using calculator. Records lot size and dye machine number onto adjusted formula and places formula in designated location for use by dye department personnel. Compiles department production records [PRODUCTION CLERK (clerical) 221.382-018].
GOE: 05.09.02 STRENGTH: S GED: R3 M3 L3 SVP: 3 DLU: 86

221.382-010 CHART CLERK (clerical) alternate titles: yield clerk

Performs any combination of following duties to extract statistical data from charts taken from flowmeters and other measuring and recording devices used on pipelines: Calculates volume of natural gas, manufactured gas, and petroleum handled by specific pipelines, using adding machine, calculator, or planimeter, and meter records of gas pressure, temperature, and specific gravity. Compiles reports from measurement charts to indicate quantity of gas produced, transported, and sold. Posts and files charts.
GOE: 07.02.03 STRENGTH: S GED: R3 M3 L3 SVP: 4 DLU: 77

221.382-018 PRODUCTION CLERK (clerical) alternate titles: plant clerk; production checker; production-control clerk; production-posting clerk

Compiles and records production data for industrial establishment to prepare records and reports on volume of production, consumption of raw material, quality control, and other aspects of production, performing any combination of following duties: Compiles and records production data from such documents as customer orders, work tickets, product specifications, and individual-worker production sheets, following prescribed recordkeeping procedures, using typewriter, computer terminal, and writing instruments. Calculates factors, such as types and quantities of items produced, materials used, amount of scrap, frequency of defects, and worker and department production rates, using adding machine or calculator. Writes production reports based on data compiled, tabulated, and computed, following prescribed formats. Maintains files of documents used and prepared. Compiles from customer orders and other specifications detailed production sheet or work tickets for use by production workers as guides in assembly or manufacture of product [ORDER DETAILER (clerical) 221.387-046]. Prepares written work schedules based on established guidelines and priorities. Compiles material inventory records and prepares requisitions for procurement of materials and supplies [MATERIAL CLERK (clerical) 222.387-034]. Charts production, using wall chart, graph, or pegboard, based on statistics compiled, for reference by production and management personnel. Sorts and distributes work tickets or material to workers. May compute wages from employee timecards and post wage data on records used for preparation of payroll [PAYROLL CLERK (clerical) 215.382-014]. May be designated according to type of data recorded as Machine-Load Clerk (woodworking); department or division of establishment to which data pertains as Production Clerk, Lace Tearing (tex. prod., nec); Mill Recorder (nonfer. metal); or work aids used as Production-Control Pegboard Clerk (garment).
GOE: 05.03.03 STRENGTH: S GED: R3 M3 L3 SVP: 4 DLU: 86

221.382-022 REPAIR-ORDER CLERK (clerical) alternate titles: work-order clerk

Receives interdepartmental work orders for construction or repairs, routes work orders to maintenance shop, and compiles cost reports: Files copy of each work order received, and routes original copy to maintenance shop. Receives and files cost reports of work accomplished, and prepares bills to be charged against department requesting construction or repairs. Types cost reports of work completed or in progress.
GOE: 07.05.03 STRENGTH: S GED: R3 M3 L3 SVP: 3 DLU: 77

221.382-026 SAMPLE CLERK (furniture)

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Operates pantograph, camera, and adding machine in pattern department of furniture plant to estimate upholstery costs: Places cardboard pattern on workbed and plastic sheet on mounting plate of reduction machine. Moves stylus on tracing arm of pantograph around edge of pattern to control movement of heated cutting needle that cuts reduced plastic pattern of upholstery part. Arranges pattern pieces on scaled table to facilitate maximum fabric usage from standard spread of cloth. Operates camera mounted on adjustable stand to photograph pattern layout. Files pattern parts and developed camera print for reference by other workers. Compiles cutting, sewing, and fabric cost data, using adding machine, standardized computation sheets and formulas, and pattern layout information.
GOE: 05.09.02 STRENGTH: L GED: R3 M3 L3 SVP: 5 DLU: 86

221.387-010 BACK-SHOE WORKER (boot & shoe)

Compiles production records and replaces damaged or missing shoes or shoe parts to complete departmental order: Records each completed step in shoe assembly by entering identifying number of workers who performed operation. Posts record of shoe shortages caused by damage or lack of material. Completes orders by gathering parts or completed shoes from bins and racks to replace items damaged or lost in processing.
GOE: 05.09.02 STRENGTH: L GED: R3 M2 L3 SVP: 4 DLU: 77

221.387-014 COMPLAINT CLERK (boot & shoe) alternate titles: repair clerk; returns clerk

Examines shoes returned by customers and distributes shoes for repair: Examines shoes to determine repairs required and responsibility for repair charges. Writes work order, specifying repairs to be made. Carries shoes with work orders to worker or department responsible for repair. May contact customers by mail or telephone to give or obtain information regarding complaints and repairs.
GOE: 05.09.02 STRENGTH: L GED: R3 M1 L3 SVP: 4 DLU: 77

221.387-018 CONTROL CLERK (clock & watch) alternate titles: production-control clerk

Keeps record of clock and watch parts being worked on and completed, and distributes material and parts to workers: Requisitions parts, based on production orders, and distributes parts to designated work stations. Moves completed work to next operation to keep workers supplied with material. Keeps records of quantity and type of material received, completed, and being worked on. Determines number of hours worked by employees in department, and collects work tickets from which pay is calculated. May be designated according to section of plant as Control Clerk, Repairs (clock & watch); Control Clerk, Subassembly (clock & watch); Control Clerk, Training And Mechanism (clock & watch).
GOE: 05.09.02 STRENGTH: L GED: R3 M3 L3 SVP: 6 DLU: 77

221.387-022 ESTIMATOR, JEWELRY (jewelry-silver.)

Estimates amount of material and labor required to produce particular types of jewelry, utilizing knowledge gained from experience of designs and orders. Keeps record of estimations.
GOE: 05.09.02 STRENGTH: S GED: R4 M3 L3 SVP: 6 DLU: 77

221.387-026 EXPEDITER CLERK (optical goods)

Keeps production records to ensure that optical goods are delivered as promised: Reads prescription to determine date and time work is needed to meet mail or delivery schedule. Keeps chronological list of due dates for prescriptions. Removes work not meeting production schedule from production line and places at head of line. Records on prescription work order date and time material was delivered or shipped.
GOE: 05.09.02 STRENGTH: L GED: R3 M2 L3 SVP: 3 DLU: 77

221.387-030 JACKET PREPARER (print. & pub.)

Prepares jacket (worksheet) for guide in revising customer's printing job order: Compares new order with old one on file and records changes in format, such as size or color of sheet and content of material. Rewrites order listing changes and routes order to production department.
GOE: 07.05.03 STRENGTH: S GED: R3 M2 L3 SVP: 3 DLU: 77

221.387-034 JOB TRACER (clerical) alternate titles: job checker; job spotter; progress clerk

Locates and determines progress of job orders in various stages of production, such as fabrication, assembly, and inspection, and compiles reports used by scheduling and production personnel.
GOE: 05.09.02 STRENGTH: L GED: R3 M2 L3 SVP: 4 DLU: 77

221.387-038 LAUNDRY CLERK (clerical) alternate titles: floor clerk

Compiles and maintains work-production records of each employee for use in payroll and efficiency records. Frequently performs other clerical duties, such as recording weights of laundry bundles. May convert count of each type of garment to production points achieved, following prepared charts or verbal instructions.
GOE: 05.09.02 STRENGTH: L GED: R3 M2 L3 SVP: 3 DLU: 77

221.387-042 MELTER CLERK (foundry) alternate titles: weight-and-test-bar clerk

Records heat (crucible) numbers, composition of alloys, and identification of castings poured from each heat. Calculates amount of each metal for alloys according to standard formula. May stamp heat number on metal tags, using hand-operated press. May insert end of tag wire into metal to identify each casting.
GOE: 05.09.02 STRENGTH: L GED: R3 M3 L3 SVP: 4 DLU: 77

221.387-046 ORDER DETAILER (clerical) alternate titles: job-order clerk; ticketer; work-order detailer

Compiles purchase orders and product specifications to prepare worksheets used in assembly or manufacture of products: Compares customer purchase order with specifications to determine method of assembly or manufacture and materials needed. Records data, such as quantity, quality, type, and size of material, and expected completion date, on worksheet. Obtains documents, such as assembly instructions and blueprints, from files and attaches to worksheet. Routes worksheet and other assembly documents to specified department. May keep inventory of stock on hand and requisition needed material and supplies. May compile purchase order data, maintain stock and production records, and prepare production worksheets, using computer. May prepare worksheets pertaining to cloth printing and mixing of printing colors and be designated Formula Checker (tex. prod., nec; textile). May prepare worksheets and order steel stock for rolling mill and be designated Provider (steel & rel.). May prepare work order and allocate silicon crystal ingots that meet customer specifications for use in manufacturing semiconductor wafers and be designated Allocations Clerk (electronics). May compile process specification sheets and prepare and issue materials for use in semiconductor crystal growing and be designated Production Material Coordinator (electron. comp.).
GOE: 05.09.02 STRENGTH: L GED: R3 M3 L3 SVP: 4 DLU: 89

221.387-050 PRODUCTION ASSISTANT (chemical)

Estimates and orders quantities of raw materials, such as benzene, acetone, and alcohol, used in manufacture of explosives, and schedules their delivery to processing units. Prepares monthly inventory [INVENTORY CLERK (clerical)].
GOE: 05.09.02 STRENGTH: L GED: R3 M3 L3 SVP: 4 DLU: 77

221.387-054 BATCH-RECORDS CLERK (plastic prod.)

Compiles and maintains plastic-mixing and ingredient records, and prepares daily mixing instructions for use by MATERIAL MIXERS (plastic prod.) 550.685-130: Compiles and maintains daily mixing and perpetual inventory records from work orders, mixing logs, and formula cards that indicate production information, such as type

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and quantity of plastic ingredients mixed, ingredient formulas, number of products molded, and identification numbers of molds and molding machines utilized. Copies formula for each plastic mixture from specified formula card onto display card for use by MATERIAL MIXER (plastic prod.). Determines and records amount of plastic mixture required for each molding machine in daily mixing log, based on amount of mixture stored at each machine and knowledge of machine's consumption rate.
GOE: 05.09.02 STRENGTH: S GED: R3 M2 L2 SVP: 3 DLU: 86

221.467-010 GIN CLERK (agriculture) alternate titles: scale clerk

Weighs incoming cotton, computes ginning charges, and records production in cotton ginning establishment: Weighs truck or trailer loaded with cotton and records gross, tare, and net weights. Computes and records quantity of cotton ginned and baled, and records weight of cottonseed removed from cotton. Questions cotton owners to obtain baling and ginning instructions and records instructions on bale tags. Computes and records ginning charges, using rate chart and adding machine. May prepare payrolls and records of payments to growers and quantity of seed cotton received. May prepare cotton-classing samples and mail samples and ginning figures of individual growers to U.S. Department of Agriculture.
GOE: 05.09.02 STRENGTH: L GED: R3 M2 L2 SVP: 3 DLU: 77

221.482-010 FABRIC-AND-ACCESSORIES ESTIMATOR (garment)

Computes yardage and determines number of accessories, such as belts, linings, and labels, required in manufacture of women's garments: Reads cutting ticket to determine number of belts, buttons, labels, and amount of lining required for each style garment. Computes number of yards of material used for each style garment to ascertain number of yards per dozen. Types copies of cutting tickets and orders for various dressmaker's supplies. Keeps records of patterns.
GOE: 05.09.02 STRENGTH: S GED: R3 M3 L3 SVP: 3 DLU: 77

221.482-014 LUMBER ESTIMATOR (wood. container) alternate titles: estimator, lumber

Calculates number of board feet of lumber necessary to manufacture boxes and crates of specified size and number: Reviews customer order to determine quantity, size, weight, and shape of product to be packed. Computes number of board feet of lumber needed, using standardized measurement tables, calculator, and adding machine. Submits estimate to be used as basis for determining selling price of boxes or crates.
GOE: 05.09.02 STRENGTH: S GED: R3 M3 L3 SVP: 5 DLU: 77

221.482-018 TICKET WORKER (tobacco)

Collects weight tickets for leaf tobacco fed onto blending conveyor line during designated intervals. Computes and records total weight blended and percentage of each tobacco grade in blend, using adding machine and grade formulas, to provide production data for use by blending department supervisor. Occasionally performs miscellaneous nonclerical duties, such as feeding tobacco leaves onto conveyors, hand-straightening tobacco leaves, and sweeping floors.
GOE: 05.09.02 STRENGTH: L GED: R3 M2 L2 SVP: 2 DLU: 77

221.484-010 YARDAGE ESTIMATOR (garment)

Computes amount of fabric required to produce specified styles of garments in various sizes: Measures parts of sample garments or paper patterns to determine amount of fabric required to produce particular style of garment. Calculates amount of fabric required to produce specified style of garment in various sizes, using size charts. Positions parts of sample or paper patterns on length of fabric to estimate amount of fabric to be used from bolts for minimization of waste during marking operations. May calculate cost of fabric for specified size and style of garment, based on yardage required and estimated wastage. May cut paper patterns, using shears.
GOE: 05.09.02 STRENGTH: L GED: R3 M3 L3 SVP: 6 DLU: 77

221.487-010 LUMBER SCALER (woodworking) alternate titles: lumber tallier

Measures width of each board of lumber supplied to plant in stacks (lots) of standard lengths and thicknesses to determine board footage, using $T3lumber scale.$T1 Tallies footage of each board and computes total footage of stack, using calculator. Records thickness, species, grade, length, and board footage of lumber in each stack.
GOE: 05.09.01 STRENGTH: M GED: R3 M3 L2 SVP: 3 DLU: 77

221.584-010 CHART CHANGER (clerical) alternate titles: chart collector

Changes charts and records data from industrial recording instruments, such as pyrometers and flowmeters: Removes and replaces charts, adjusts recording pen and refills pen with ink, and winds clock springs on mechanical models. Records chart readings and time and date of chart removal. Repairs and adjusts instruments, using handtools. May compare recordings, compute and record average readings, and report discrepancies for use in interpretation of chart data.
GOE: 05.09.03 STRENGTH: L GED: R3 M2 L3 SVP: 4 DLU: 77

221.587-010 CHECKER (textile)

Reads tickets attached to bundles of cut or wrapped towels to determine worker identity and weight and style of towels. Counts bundles of wrapped towels or estimates quantity of cut towels in bundle, using conversion chart based on weight and style, and records on production sheet quantity of bundles wrapped or towels cut by each worker for use in payroll computation. May load bundles on handtruck and move to next production area.
GOE: 05.09.02 STRENGTH: L GED: R2 M1 L2 SVP: 2 DLU: 77

221.587-014 CHECKER-IN (boot & shoe)

Copies identifying data from work ticket into department record book to record receipt of shoes or parts. May attach colored production route tags onto shoes to indicate specified finishing operation. May peel protective coating from uppers. May hang uppers in muller (humidifier) to soften uppers and record time of storage on work ticket, or hang uppers on storage beams outside humidifier. May tack insoles onto outer soles of shoes, using automatic tacking gun.
GOE: 05.09.03 STRENGTH: M GED: R2 M1 L2 SVP: 2 DLU: 77

221.587-018 ODD-PIECE CHECKER (knitting) alternate titles: shortage worker

Obtains missing garment parts from stockroom to complete specified lots of knitted garments. Distributes parts to production workers. Records quantity, size, and style of parts distributed.
GOE: 05.09.01 STRENGTH: L GED: R2 M1 L2 SVP: 2 DLU: 77

221.587-022 OUTSOLE SCHEDULER (boot & shoe)

Copies code number from production control book onto work ticket to indicate storage bin location of outsoles for use in casing operations. May prepare outsole requisitions according to inventory records.
GOE: 05.09.03 STRENGTH: L GED: R2 M1 L2 SVP: 2 DLU: 77

221.587-026 RECORDER (knitting)

Records on identification tickets yardage, weight, and identity of cloth processed on finishing $T3range:$T1 Sets yardage meter to zero position prior to each cloth-lot processing run. Records yardage reading from meter and copies weight and style and lot numbers from job order onto roll (identification) ticket. Clips roll ticket onto roll of finished cloth. Stops range in event of obvious visible cloth defects and notifies supervisor. Adjusts and repairs yardage meter, using handtools.
GOE: 05.09.03 STRENGTH: L GED: R3 M1 L2 SVP: 2 DLU: 77

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221.587-030 TALLIER (clerical) alternate titles: checker; counter; counter-weigher; scale clerk; weigher; weight clerk

Performs any combination of following duties to tally products or raw materials, such as field crops, fish, livestock, typewriter and watch parts, and steel ingots, received from suppliers or by and from workers, for payroll, payment, and production control purposes, using weight scales, counting devices, and tally sheets: Computes and records totals of tallied figures, using adding machine. Examines and sorts items tallied. Records number and types of defects for quality control purposes. Counts sample quantity of parts onto ratio balance scale and computes total number of parts. Issues receipts. Moves tallied items to storage, shipping, or production areas, manually or by handtruck. May be required to have weigh master's license. May be designated according to product tallied as Apple Checker (agriculture); Boxcar Weigher (railroad equip.); Cotton Weigher (agriculture); Fish Checker (can. & preserv.); Ingot Weigher (steel & rel.); Livestock Counter (agriculture); Lumber Checker (woodworking); Parts Counter-Weigher (clock & watch; electron. comp.; office machines).
GOE: 05.09.01 STRENGTH: L GED: R3 M2 L2 SVP: 3 DLU: 86

221.587-034 TARE WEIGHER (meat products; sugar & conf.; tobacco)

Weighs sample quantities of product received by establishment for processing, removes tare (waste), and reweighs and records weight of usable product for payment or quality control purposes: Selects specified sample of unprocessed product, such as sugar beets, tobacco leaves, and slaughtered poultry, weighs sample on scale, and records weight. Washes off, strips, trims, or otherwise removes unusable portions of product, such as stems, caked dirt, and spoiled sections. Reweighs sample and records weight. May compute tare in pounds or as percentage of original weight. May prepare and attach weight and identification tickets to product. May send sample to laboratory for analysis.
GOE: 05.09.02 STRENGTH: M GED: R2 M2 L2 SVP: 3 DLU: 78

221.587-038 TICKET SCHEDULER (boot & shoe)

Copies specifications from master schedule (listing of shoe sizes with heel designations) onto work ticket. Batches tickets for delivery to other workers. May compute department production and record production data from work tickets. May sort heel covers.
GOE: 05.09.03 STRENGTH: L GED: R2 M2 L2 SVP: 3 DLU: 77

221.587-042 WEAVE-DEFECT-CHARTING CLERK (textile)

Plots weaving defects on graph charts to depict frequency and types of defects charged to each textile weaver: Shades chart boxes of bar graph to plot weaving defects for each weaver by type and workshift, using inspection reports and colored pencils. Posts charts in weaving room for weavers' reference. Copies data, such as frequency and types of defects, loom numbers, and cloth style from inspection reports onto defect-report form for quality control use.
GOE: 07.07.03 STRENGTH: S GED: R2 M1 L2 SVP: 2 DLU: 77

221.587-046 WHEEL-PRESS CLERK (railroad equip.)

Reads machine pressure readings and wheel and axle serial numbers after each wheel-press operation by WHEEL-PRESS OPERATORS (railroad equip.) and records data on production record form and on masking-tape labels. Applies labels onto axles of completed wheel assemblies to facilitate inspection.
GOE: 05.09.02 STRENGTH: L GED: R2 M1 L2 SVP: 2 DLU: 77

221.587-050 YARDAGE-CONTROL CLERK (carpet & rug)

Measures number of skeins of carpet yarn wound onto cardboard cones, using calibrated board. Records amount of yarn and identification of worker who wound cone for quality and production control purposes.
GOE: 05.09.02 STRENGTH: L GED: R2 M1 L2 SVP: 2 DLU: 77

221.667-010 WORK-TICKET DISTRIBUTOR (knitting) alternate titles: knitting-order distributor

Distributes workcards that contain instructions, such as type of yarn, type of stitch or stitches, and length and width of tubing, to workers engaged in knitting knit tubing. May file workcards according to knitting machine number and style of cloth.
GOE: 05.09.02 STRENGTH: L GED: R2 M1 L2 SVP: 2 DLU: 77

221.687-014 TICKET PULLER (tobacco)

Removes warehouse tickets from baskets or sheets of tobacco on processing floor and compares grades recorded with processor's grade to detect discrepancies in grading and prevent processing of mixed grades. Removes tobacco of questionable grade from processing line or directs MATERIAL HANDLER (any industry) to set basket aside until grade can be ascertained. Writes grade on back of ticket, using felt pen, and carries tickets from each truckload to office for comparison with bill-of-lading. May remove processor's grade ticket and file it with warehouse ticket for production records. May call out grade on sheet of tobacco as it moves along conveyor to facilitate removal by MATERIAL HANDLER (any industry). May attach tickets to full pallet to facilitate bulk feeding process.
GOE: 05.09.03 STRENGTH: L GED: R2 M1 L1 SVP: 2 DLU: 77

222 SHIPPING, RECEIVING, STOCK, AND RELATED CLERICAL OCCUPATIONS

This group includes occupations concerned with receiving, storing, shipping, distributing, and issuing supplies, equipment, and merchandise within a stockroom, toolcrib, receiving room, shipping room, freight yard, or warehouse environment, but excludes occupations not requiring direct contact with materials or products involved. This group also includes checking incoming or outgoing shipments by such methods as counting, measuring, and weighing; distributing, issuing and requisitioning items; taking and maintaining inventories; and keeping related clerical records; gathering, sorting, and packing items for shipment; manually addressing and affixing postage to packages; and unpacking and storing incoming shipments. Occupations concerned with adding or removing materials or products to or from containers to achieve specified weight are included in Categories 5 through 9. Occupations concerned with computing and recording data related to shipping, receiving, storing and related activities, but having no direct contact with materials or products involved, are found in Division 20 or 21.

222.137-010 FILM-VAULT SUPERVISOR (motion picture)

Supervises and coordinates activities of workers engaged in receiving, identifying, storing, and issuing motion picture films stored in vaults: Prepares custody cards to record receipt of films. Supervises workers assembling and coding films to be stored in vault. Inspects films being issued to ensure that they are packaged and identified as required. Performs other duties as described under SUPERVISOR (clerical) Master Title.
GOE: 05.09.01 STRENGTH: L GED: R4 M3 L3 SVP: 7 DLU: 77

222.137-014 LINEN-ROOM SUPERVISOR (laundry & rel.) alternate titles: supervisor, industrial garment

Supervises and coordinates activities of workers engaged in storing linens and wearing apparel, assembling loads for DRIVER, SALES ROUTE (retail trade; wholesale tr.), and maintaining stock in linen supply establishments: Assigns duties to workers. Inventories articles in stock, such as table linens, bed sheets, towels, and uniforms, and confers with SUPERINTENDENT, LAUNDRY (laundry & rel.) to request replacement of articles in short supply. Counts articles in loads for DRIVER, SALES ROUTE (retail trade; wholesale tr.) to ensure agreement with quantity specified on load sheet. Confers with DRIVER, SALES ROUTE (retail trade; wholesale tr.) and with customers to resolve complaints, and to modify orders according to size, color, and type of articles specified. Interviews employees to resolve complaints and grievances. May supervise workers engaged in attaching labels and emblems, repairing, and altering linens and wearing apparel. May purchase linen supplies. Performs other duties as described under SUPERVISOR (clerical) Master Title.
GOE: 05.09.01 STRENGTH: L GED: R4 M3 L3 SVP: 6 DLU: 77

222.137-018 MAGAZINE SUPERVISOR (chemical; ordnance) alternate titles: ammunition storekeeper; ammunition supervisor

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Supervises and coordinates activities of workers engaged in storing, issuing, and accounting for ammunition or explosives, performing duties as described under SUPERVISOR (clerical) Master Title.
GOE: 06.02.01 STRENGTH: L GED: R4 M2 L3 SVP: 6 DLU: 77

222.137-022 MAILROOM SUPERVISOR (print. & pub.)

Supervises and coordinates activities of workers engaged in wrapping and addressing printed material, such as periodicals, books, and newspapers, for mailing and dispatching: Revises local, state, and out-of-state mailing lists. Inspects work stations to ensure that material is wrapped and addressed in time to meet scheduled departure of buses, trains, and airlines. Records distribution of material to subscribers and dealers in city, suburban, home, and country divisions, working from shipping and mailing reports. Maintains file of bus, train, and airline schedules and transfer points, and baggage, express, air, or postal mailing rates. Performs other duties as described under SUPERVISOR (clerical) Master Title.
GOE: 07.07.02 STRENGTH: L GED: R4 M2 L3 SVP: 7 DLU: 77

222.137-026 PETROLEUM-INSPECTOR SUPERVISOR (business ser.)

Supervises and coordinates activities of PETROLEUM INSPECTORS (business ser.) engaged in inspecting petroleum products consigned to clients: Writes consignment order, listing quantity, grade, and kind of petroleum product in consignment. Dispatches workers to inspect products and verify quantities received. Reviews inspection report and laboratory analyses of consignment for conformance to client's specifications. Contacts client and arranges for additional inspections and analyses when variances from contract specifications occur. Performs other duties as described under SUPERVISOR (clerical) Master Title.
GOE: 05.07.05 STRENGTH: S GED: R4 M3 L3 SVP: 7 DLU: 77

222.137-030 SHIPPING-AND-RECEIVING SUPERVISOR (clerical)

Supervises and coordinates activities of workers engaged in verifying and keeping records on incoming and outgoing shipments, and preparing items for shipment: Studies shipping notices, bills of lading, invoices, orders, and other records to determine shipping priorities, work assignments, and shipping methods required to meet shipping and receiving schedules, utilizing knowledge of shipping procedures, routes, and rates. Oversees incoming and outgoing shipping activities to ensure accuracy, completeness, and condition of shipments. Determines space requirements and position of shipment in boxcars and trucks and lays out position of shipment. Determines routing and legal load limits of trucks, according to established schedules and weight limits of states. Inspects loading operations to ensure compliance with shipping specifications, and seals loaded boxcars and truck doors. Inspects material handling equipment for defects and notifies maintenance personnel or contacts outside service facility for repair. Maintains vehicle maintenance report. Directs movement of shipments from shipping and receiving platform to storage and work areas. Compiles records of unfilled orders. Posts weight and shipping charges. Prepares bills of lading. Performs other duties as described under SUPERVISOR (clerical) Master Title. May assist workers in shipping and receiving activities. May be designated according to function supervised as Receiving Supervisor (clerical); Shipping Supervisor (clerical).
GOE: 05.09.01 STRENGTH: L GED: R4 M3 L4 SVP: 6 DLU: 86

222.137-034 STOCK SUPERVISOR (clerical) alternate titles: manager, stockroom; stockroom supervisor; storeroom supervisor; warehouse supervisor

Supervises and coordinates activities of workers concerned with ordering, receiving, storing, inventorying, issuing, and shipping materials, supplies, tools, equipment, and parts, in stockroom, warehouse, or yard: Plans layout of stockroom, warehouse, and other storage areas, considering turnover, size, weight, and related factors of items stored. Advises employees on care and preservation of items received, stored, and shipped, methods and use of equipment in handling, storing, maintaining, and shipping stock, and related problems. Studies records and recommends remedial actions for reported nonusable, slow-moving, and excess stock. Reviews records for accuracy of information and compliance with established procedures, and to determine adequacy of stock levels. Schedules work for special and periodic inventories. Traces history of items to determine reasons for discrepancies between inventory and stock-control records and recommends remedial actions to resolve discrepancies. Performs other duties as described under SUPERVISOR (clerical) Master Title. May supervise and coordinate activities of workers engaged in handling of merchandise in stockroom or warehouse of retail store and be known as Head of Stock (retail trade).
GOE: 05.09.01 STRENGTH: L GED: R4 M3 L3 SVP: 6 DLU: 86

222.137-038 STOCK-CONTROL SUPERVISOR (clerical)

Supervises and coordinates activities of STOCK-CONTROL CLERKS (clerical) engaged in keeping records of sales, keeping perpetual inventory or taking periodical physical inventory, and issuing production orders for stock. Performs duties as described under SUPERVISOR (clerical) Master Title. May supervise and coordinate activities of workers engaged in keeping inventory records of equipment and rolling stock and be known as Equipment-Records Supervisor (construction).
GOE: 07.05.03 STRENGTH: L GED: R4 M3 L3 SVP: 6 DLU: 77

222.137-042 SUPERVISOR, ASSEMBLY STOCK (clerical)

Supervises and coordinates activities of stock control personnel engaged in supplying progressive assembly line, and keeps stock control records: Determines if parts removed from production departments are to be stored or spotted on assembly line. Assigns duties to stock control personnel, such as INDUSTRIAL-TRUCK OPERATOR (any industry) and STOCK CLERK (clerical), to coordinate movement of parts from production departments or storage areas to assembly line. Keeps records, such as personnel, nonproduction time of lines due to stock difficulties, goods returned to production department or salvage department because of defects, and amount and location of goods in storage. Discusses stock supply or removal requirements with line or department supervisor. Performs other duties as described under SUPERVISOR (clerical) Master Title.
GOE: 05.09.02 STRENGTH: L GED: R4 M2 L3 SVP: 6 DLU: 77

222.137-046 TOOL-CRIB SUPERVISOR (clerical)

Supervises and coordinates activities of TOOL-CRIB ATTENDANTS (clerical) engaged in receiving, storing, and issuing tools and equipment to other workers in industrial establishment and keeping records of same, applying knowledge of types of tools and procedures of tool storage and recordkeeping. Performs other duties as described under SUPERVISOR (clerical) Master Title. May be specified by employer according to experience in particular type of plant or with specific type of tools or equipment.
GOE: 05.09.01 STRENGTH: L GED: R4 M3 L3 SVP: 6 DLU: 77

222.137-050 VAULT CASHIER (business ser.) alternate titles: vault supervisor

Supervises and coordinates activities of workers engaged in receiving, processing, routing, and shipping money and other valuables in armored car firm: Prepares route and work schedules. Oversees loading, unloading, and moving of money and other valuables to and from vault. Issues work and route sheets to workers and collects delivery and pickup receipts from guards. Supervises workers preparing payroll envelopes for customers. Observes workers to ensure that security regulations are followed. Performs other duties as described under SUPERVISOR (clerical) Master Title.
GOE: 07.01.04 STRENGTH: L GED: R4 M3 L3 SVP: 5 DLU: 77

222.167-010 METAL-CONTROL COORDINATOR (nonfer. metal) alternate titles: materials-handling coordinator

Expedites movement of metal stock and supplies used in producing nonferrous metal sheets, bars, tubing, and alloys: Inspects incoming material to ascertain condition, and attaches identification tag to containers or uncrated items. Directs workers weighing or counting metal or supplies, and records amounts received. Directs workers in unloading and storing metal stock and supplies in designated storage areas. Keeps records of materials stored in specific areas. May obtain samples of incoming material and deliver to laboratory for analysis.
GOE: 05.09.01 STRENGTH: L GED: R4 M3 L3 SVP: 6 DLU: 77

222.367-010 CARGO CHECKER (water trans.) alternate titles: freight checker; marine clerk

Compiles records of amount, kind, and condition of cargo loaded on or unloaded from ship: Verifies amount of cargo against lists compiled from bills of lading or shipping manifests. Measures and records dimensions of cargo and computes cubic feet required for stowage aboard ship. Records condition of damaged cargo unloaded

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from ship. May prepare stowage plan showing location of cargo stowed aboard ship or rail car.
GOE: 05.09.03 STRENGTH: L GED: R3 M2 L3 SVP: 4 DLU: 78

222.367-014 CUT-FILE CLERK (print. & pub.)

Stores, files, and issues advertising and layout cuts, mats, and electrotypes used in newspaper printing: Tags or marks cuts, mats, or plates with identifying information and places them in filing cabinets or cases. Prepares card index for each item filed. Removes requested items from file and records date of removal on file card. Washes plates to remove dirt, ink, and oxides. Applies gum solution to plate surface to protect plate during storage. May discard obsolete materials and records according to established schedule or instructions.
GOE: 05.09.01 STRENGTH: L GED: R3 M1 L2 SVP: 4 DLU: 77

222.367-018 EXPEDITER (clerical)

Contacts vendors and shippers to ensure that merchandise, supplies, and equipment are forwarded on specified shipping date: Contacts vendor by mail, phone, or visit to verify shipment of goods on specified date. Communicates with transportation company to preclude delays in transit. May arrange for distribution of materials upon arrival. May contact vendors to requisition materials. May inspect products for quality and quantity to ensure adherence to specifications.
GOE: 07.05.01 STRENGTH: S GED: R3 M3 L3 SVP: 6 DLU: 81

222.367-022 EXPRESS CLERK (motor trans.; r.r. trans.)

Receives express consignments (parcels) from customers, computes charges, routes consignment according to destination, and releases consignments to consignee: Weighs parcels received from customer and refers to rate chart to compute charges. Writes receipts and bill of charges, accepts payment, or routes parcel c.o.d. Sorts parcels and places them in bins or sacks according to destination. Releases parcels to consignee upon presentation of written notice or other identification. Answers inquiries regarding shipping policies. May be designated according to type of transportation used as Motor-Express Clerk (motor trans.); Rail-Express Clerk (r.r. trans.).
GOE: 07.03.01 STRENGTH: M GED: R3 M3 L3 SVP: 4 DLU: 77

222.367-026 FILM-OR-TAPE LIBRARIAN (clerical)

Classifies, catalogs, and maintains library of motion picture films, photographic slides, and video and audio tapes: Classifies and catalogs items according to contents and purpose and prepares index cards for file reference. Maintains records of items received, stored, issued, and returned. Stores items and records according to classification and catalog number. Delivers and retrieves items to and from departments by hand or push cart. May prepare, store, and retrieve classification and catalog information, lecture notes, or other documents related to documents stored, using computer. May be designated according to items stored as Audio-Tape Librarian (clerical); Film Librarian (motion picture).
GOE: 11.02.04 STRENGTH: L GED: R3 M2 L3 SVP: 5 DLU: 89

222.367-030 FLOOR-SPACE ALLOCATOR (tobacco; wholesale tr.)

Allocates space on auction warehouse floor and gives directions to workers placing tobacco in warehouse: Ascertains quality of tobacco offered for sale and assigns floor space according to number of baskets. Shows customers space reserved for their tobacco. Directs workers placing tobacco in assigned spaces, and in keeping tobacco in rows. May assist workers in placing tobacco on warehouse floor.
GOE: 05.09.01 STRENGTH: L GED: R3 M2 L2 SVP: 3 DLU: 77

222.367-034 LOST-AND-FOUND CLERK (clerical)

Receives and returns to owner articles lost in stores, public conveyances, or buildings, and keeps records of articles lost, found, and claimed: Inspects articles and telephones or sends letters to owners when identification is known. Tags and places articles in drawers, shelves, racks, or safe, according to type of article and where it was found. Discusses lost articles by telephone or in person, and returns articles to owners upon positive identification.
GOE: 07.07.03 STRENGTH: L GED: R3 M2 L2 SVP: 3 DLU: 77

222.367-038 MAGAZINE KEEPER (clerical) alternate titles: powder monkey; powder nipper; priller

Stores and issues explosive materials, such as blasting powder, ammonium nitrate, dynamite, fireworks, and munitions, in magazine of explosives or munitions factory, mine, arsenal, or construction project: Records nature and quantity of materials received, shipped, or issued to workers. Enforces observance of safety regulations by persons entering magazine. May direct workers engaged in moving and loading explosives into trucks or boxcars. May thaw frozen explosives. May fill bags, using loading machine. May mix fuel oil with powder to increase combustibility. May assemble fuses and detonators. May insert detonators into sticks of explosives and attach fuse or electric wire to prepare primer charges. May pack and unpack explosives, fireworks, and munitions.
GOE: 05.09.02 STRENGTH: M GED: R3 M2 L2 SVP: 5 DLU: 77

222.367-042 PARTS CLERK (clerical) alternate titles: shop clerk; spare-parts clerk

Receives, stores, and issues spare and replacement parts, equipment, and expendable items used in repair or maintenance shop. Takes inventory of parts and equipment and maintains inventory records. May drive truck to pick up incoming stock or to pick up and deliver parts to units in other buildings or locations. May sell auto parts to customers. May be designated according to type of parts issued as Parts Clerk, Automobile Repair (clerical); Parts Clerk, Plant Maintenance (clerical).
GOE: 05.09.01 STRENGTH: H GED: R3 M3 L3 SVP: 3 DLU: 80

222.367-046 PETROLEUM INSPECTOR (business ser.)

Inspects consignments of crude or refined petroleum to certify that consignments conform to contract specifications: Lowers container into tank and withdraws samples from top, middle, and bottom of tank. Pours samples into bottles and routes samples to laboratory for analysis. Examines petroleum during transfer into receiving tank for discoloration or water. Sounds shore tank with steel tape and consults calibration tables to determine quantity of consignment. Writes report of findings. May conduct laboratory analyses. May calibrate tanks, meters, and tank cars [TANK CALIBRATOR (business ser.)].
GOE: 05.07.05 STRENGTH: L GED: R3 M2 L2 SVP: 5 DLU: 77

222.367-050 PRESCRIPTION CLERK, LENS-AND-FRAMES (optical goods)

Selects lens blanks and frames for production of eyeglasses, according to prescription specifications, and keeps stock inventory at specified level: Reads prescription to determine specifications, such as lens power and base curve and frame style and color. Selects lens blanks and frames from stock and routes them with prescription to production section. Requisitions lens blanks and eyeglass frames and communicates by letter and telephone with suppliers to keep stock at specified level. May work with only lenses or frames and be designated Prescription Clerk, Frames (optical goods); Prescription Clerk, Lenses (optical goods).
GOE: 05.09.02 STRENGTH: L GED: R3 M2 L2 SVP: 5 DLU: 77

222.367-054 PROPERTY CLERK (government ser.) alternate titles: property custodian

Receives, stores, records, and issues money, valuables, and other articles seized as evidence, removed from prisoner, or recovered, lost, or stolen property: Prepares record of articles and valuables received, including description of article, name of owner (if known), name of police officer from whom received, and reason for retention. Issues property being retained as evidence to officer at time of trial upon receipt of authorization. Telephones owners or mails letters to notify owners to claim property, and releases lost or stolen property to owners upon proof of ownership. Returns property to released prisoners. Prepares list of articles required by law to be destroyed and destroys narcotics and drugs (upon authorization) in presence of official witnesses. Sends alcoholic beverages to state liquor commission. Lists and sends unclaimed or confiscated money to auditor's office. Sends unclaimed and illegal weapons for official destruction. Prepares inventory of unclaimed articles for possible sale at auction or

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donation to charitable organization.
GOE: 07.05.03 STRENGTH: L GED: R3 M2 L3 SVP: 5 DLU: 77

222.367-062 TOOL-CRIB ATTENDANT (clerical) alternate titles: tool clerk

Receives, stores, and issues handtools, machine tools, dies, materials, and equipment in industrial establishment: Issues tools and equipment to workers and maintains records of tools and equipment issued and returned, manually or using computer. Locates lost or misplaced tools and equipment. Prepares periodic inventory or maintains perpetual inventory of tools and equipment, manually or using computer. Receives, unpacks, and stores incoming tools and equipment, and requisitions stock to replenish inventory. Inspects and measures tools and equipment for defects and wear, visually or using micrometer, and reports damage or wear to supervisors. Repairs, services, and lubricates tools and equipment, using handtools, spray gun, or pressurized spray can. May deliver tools or equipment to workers, manually or using handtruck. May mark and identify tools and equipment, using identification tag, stamp, or electric marking tool. May be designated according to item stored as Die-Storage Clerk (clerical).
GOE: 05.09.01 STRENGTH: M GED: R3 M2 L2 SVP: 5 DLU: 88

222.367-066 TRUCKLOAD CHECKER (construction)

Examines and records materials transported by truck to or from site of excavation: Examines load delivered to verify quantity and type of material. Writes ticket showing quantity and type of material, truck number, job location, and time. Reports on amount of materials transported. May signal driver in aligning and spacing loads according to specifications. May hammer stakes in ground to indicate place for unloading of materials.
GOE: 05.09.03 STRENGTH: L GED: R3 M2 L3 SVP: 3 DLU: 77

222.367-070 EXPEDITER, SERVICE ORDER (furniture)

Reviews and verifies information on bills of lading to expedite orders and to ensure that customer furniture orders are shipped in accordance with production and shipping schedules: Reads bills of lading to determine items being shipped, destination, priority of order, and shipping date. Confers with department personnel to ascertain items available for shipment and production shortages. Notifies shipping personnel and department supervisors of items listed on shipping orders as available, but not located, in attempt to expedite processing of items required for immediate shipment. Maintains bills of lading files.
GOE: 07.05.01 STRENGTH: L GED: R3 M3 L3 SVP: 3 DLU: 86

222.384-010 INSPECTOR, RECEIVING (aircraft mfg.; elec. equip.; electron. comp.)

Inspects purchased parts, assemblies, accessories, and materials for conformance to specifications, using precision measuring instruments and devices: Examines items for defects in materials, work, and damage occurring in transit. Compares quantity and part number of items received with procurement data and other specifications to ensure completeness and accuracy of order. Inspects and measures items for dimensional accuracy, fit, alignment, and functional operation, according to blueprints, parts manuals, company or military standards, and other specifications, using precision measuring instruments and devices. Approves or rejects items, and records inspection and disposition information. May test hardness of metals, using testing equipment. May examine x rays of welded parts to determine that welds conform to established standards. May inspect outgoing and production line parts and materials. May prepare inspection procedure outlines for reference use in subsequent inspections, using data obtained from blueprints, customer specifications, and catalogs.
GOE: 06.03.01 STRENGTH: M GED: R3 M2 L3 SVP: 5 DLU: 88

222.387-010 AIRCRAFT-SHIPPING CHECKER (aircraft mfg.) alternate titles: aircraft-delivery checker

Examines completed aircraft to ensure that spare parts, accessories, or subassemblies, itemized on packing and loading sheet, are aboard craft before delivery to customer: Examines blueprints showing location of parts in aircraft, verifies that part is aboard, and records part serial numbers on packing sheet. Reports shortages of parts and subassemblies, as indicated by packing and loading sheet, to designated department. Reads various work orders and operational records and enters such data as contract number, test flight time, maintenance and repair orders, and engine run-up time (engine test time) of aircraft in logbooks that accompany completed aircraft. May obtain spare parts from storeroom and forward them for packing and crating. May load crated or loose parts into aircraft.
GOE: 05.09.03 STRENGTH: L GED: R3 M3 L3 SVP: 5 DLU: 87

222.387-014 CAR CHECKER (r.r. trans.)

Verifies identity of freight cars entering classification yard to ensure that trains are complete upon arrival: Records information, such as car number, type of car, car owner, and date and time of arrival. Compares information with manifest and prepares report showing discrepancies. Examines door seals on cars to determine that seals have not been tampered with or broken. Marks code number or symbol on cars to indicate disposition of cars by switching crew. May record date, mileage, and number of cars switched by switching crew and be known as Switching Clerk (r.r. trans.).
GOE: 05.09.03 STRENGTH: L GED: R3 M2 L3 SVP: 2 DLU: 77

222.387-018 FUEL-OIL CLERK (clerical)

Maintains records and prepares reports regarding quantity and value of fuel oil purchased, received, stored, and used in steam-electric generating plants: Witnesses receipt of fuel oil by company tank-farm operating personnel to verify oil-gaging reports. Examines supplier documents and generating plant records to obtain fuel oil use and loss data. Verifies computation of gross and net barrels of oil received, using standard conversion tables and simple arithmetic. Computes quantity of fuel oil burned, Btu's per barrel, and quantity in storage from operating records and laboratory reports. Posts computations and other related data to fuel-oil ledgers and records and compares data with contract specifications and delivery documents to detect errors and verify accuracy of entries. Telephones representatives of fuel-oil suppliers, railroads, and company traffic department to verify delivery dates and quantities, to determine cause of variations in loading and unloading temperatures and to correct discrepancies in delivery documents or errors in invoices. Notifies supervisory personnel when discrepancies and errors cannot be resolved. Prepares receipts for oil received. Prepares reports of quantity and value of oil purchased, received, lost in delivery, burned, and in storage tanks.
GOE: 07.02.03 STRENGTH: S GED: R3 M3 L2 SVP: 7 DLU: 77

222.387-022 GUN-REPAIR CLERK (ordnance) alternate titles: package opener

Receives and examines small arms and keeps records of arms returned by customers for repair: Receives, unpacks, and examines weapons for live ammunition or mutilated serial numbers. Prepares repair order from customer's request and routes with gun to repair department or sends weapon to GUN EXAMINER (ordnance) and types work order based on report. Verifies repairs made to gun and delivers with invoices to shipping department. Files copies of invoices, cost estimates, and other correspondence concerning receipt, repair, and return of weapon to customer in order to keep record of transaction. May keep inventory of spare parts.
GOE: 05.09.01 STRENGTH: L GED: R3 M2 L2 SVP: 3 DLU: 77

222.387-026 INVENTORY CLERK (clerical)

Compiles and maintains records of quantity, type, and value of material, equipment, merchandise, or supplies stocked in establishment: Counts material, equipment, merchandise, or supplies in stock and posts totals to inventory records, manually or using computer. Compares inventories to office records or computes figures from records, such as sales orders, production records, or purchase invoices to obtain current inventory. Verifies clerical computations against physical count of stock and adjusts errors in computation or count, or investigates and reports reasons for discrepancies. Compiles information on receipt or disbursement of material, equipment, merchandise, or supplies, and computes inventory balance, price, and cost. Prepares reports, such as inventory balance, price lists, and shortages. Prepares list of depleted items and recommends survey of defective or unusable items. May operate office machines, such as typewriter or calculator. May stock and issue materials or merchandise. May be designated according to item inventoried as Property-And-Equipment Clerk (petrol. & gas); or type of inventory as Inventory Clerk, Physical (clerical).
GOE: 05.09.01 STRENGTH: M GED: R3 M3 L3 SVP: 4 DLU: 88

222.387-030 LINEN-ROOM ATTENDANT (hotel & rest.; medical ser.) alternate titles: linen checker; linen clerk; linen-exchange attendant; linen-room houseperson; uniform attendant

visited on 7/6/2018

Stores, inventories, and issues or distributes bed and table linen and uniforms in establishments, such as hotels, hospitals, and clinics: Collects or receives and segregates, counts, and records number of items of soiled linen and uniforms for repair or laundry, and places items in containers. Examines laundered items to ensure cleanliness and serviceability. Stamps items with identifying marks. Stores laundered items on shelves, after verifying numbers and types of items. Counts and assembles laundered items on cart or linen truck, records amounts of linens and uniforms to fill requisitions, and transports carts to floors. Conducts monthly and yearly inventories to identify items for replacement. Keeps linen room in clean and orderly condition. May mend torn articles with needle and thread or sewing machine or send articles to SEWER, LINEN ROOM (hotel & rest.) 787.682-030.
GOE: 05.09.01 STRENGTH: M GED: R3 M2 L2 SVP: 2 DLU: 86

222.387-034 MATERIAL CLERK (clerical) alternate titles: stock-record clerk

Compiles and maintains records of quantity, cost, and type of material received, stocked, and issued, and prepares material requisitions: Compares information on requisitions, invoices, and shipping notices to material received or issued to verify accuracy of order. Compiles and maintains inventory of material received, stocked, and issued [INVENTORY CLERK (clerical) 222.387-026]. Prepares requests for procurement of material. May inspect, accept, or reject material received. May mark identifying information on material. May be designated according to location of goods as Warehouse-Record Clerk (clerical).
GOE: 05.09.03 STRENGTH: L GED: R3 M3 L3 SVP: 5 DLU: 80

222.387-038 PARCEL POST CLERK (clerical) alternate titles: parcel post packer; parcel post weigher

Wraps, inspects, weighs, and affixes postage to parcel post packages, and records c.o.d. and insurance information: Wraps packages or inspects wrapping for conformance to company standards and postal regulations. Weighs packages and determines postage, using scale and parcel post zone book, and affixes postage stamps to packages. Records information, such as value, charges, and destination of insured and c.o.d. packages. Copies and attaches c.o.d. card to packages to indicate amount to be collected. Addresses packages or compares addresses with records to verify accuracy. May compute cost of merchandise, shipping fees, and other charges, and bill customer. May sort parcels for shipment, according to destination or other classification, and place parcels in mail bags or bins and be designated Mail-Order Sorter (retail trade). May process incoming and outgoing mail [MAIL CLERK (clerical) 209.687-026]. May fill orders from stock and be designated Parcel-Post Order-Clerk (clerical).
GOE: 07.05.04 STRENGTH: H GED: R3 M2 L3 SVP: 3 DLU: 81

222.387-042 PROPERTY CUSTODIAN (motion picture)

Receives, stores, and issues properties in motion picture studio prop room: Examines incoming property for breaks and flaws and notifies supervisor of damage. Attaches identification tags or labels to property according to type of object. Keeps records of incoming and outgoing props, props in inventory, and rented props. May work in makeup department of motion picture or television film studio and be known as Stock Clerk, Makeup (motion picture).
GOE: 05.09.01 STRENGTH: L GED: R3 M3 L2 SVP: 5 DLU: 77

222.387-046 RETURNED-TELEPHONE-EQUIPMENT APPRAISER (comm. equip.)

Appraises and classifies telephone equipment returned by telephone companies to determine disposition and price: Examines returned supplies and apparatus to identify and classify returns according to price lists and catalogs. Determines adaptability for current use. Records classification, price, and disposition.
GOE: 06.03.01 STRENGTH: L GED: R3 M3 L2 SVP: 5 DLU: 77

222.387-050 SHIPPING AND RECEIVING CLERK (clerical)

Verifies and keeps records on incoming and outgoing shipments and prepares items for shipment: Compares identifying information and counts, weighs, or measures items of incoming and outgoing shipments to verify information against bills of lading, invoices, orders, or other records. Determines method of shipment, utilizing knowledge of shipping procedures, routes, and rates. Affixes shipping labels on packed cartons or stencils identifying shipping information on cartons, using stenciling equipment. Assembles wooden or cardboard containers or selects preassembled containers. Inserts items into containers, using spacers, fillers, and protective padding. Nails covers on wooden crates and binds containers with metal tape, using strapping machine. Stamps, stencils, or glues identifying information and shipping instructions onto crates or containers. Posts weights and shipping charges, and affixes postage. Unpacks and examines incoming shipments, rejects damaged items, records shortages, and corresponds with shipper to rectify damages and shortages. Routes items to departments. Examines outgoing shipments to ensure shipments meet specifications. Maintains inventory of shipping materials and supplies. May operate tier-lift truck or use handtruck to move, convey, or hoist shipments from shipping-and-receiving platform to storage or work area. May direct others in preparing outgoing and receiving incoming shipments. May perform only shipping or receiving activities and be known as Shipping Clerk (clerical) or Receiving Clerk (clerical). May be designated according to specialty as Freight Clerk (clerical); Reshipping Clerk (clerical). May receive damaged or defective goods returned to establishment and be designated Returned-Goods Receiving Clerk (clerical). May receive unsold products returned by DRIVER, SALES ROUTE (retail trade; wholesale tr.) 292.353-010 and be designated Route Returner (clerical).
GOE: 05.09.01 STRENGTH: M GED: R3 M3 L2 SVP: 5 DLU: 88

222.387-054 SORTER-PRICER (nonprofit org.) alternate titles: pricer-sorter

Sorts used merchandise received from donors and appraises, prices, wraps, packs, and allocates merchandise for resale in retail outlets of nonprofit organization and maintains related records. Discards unsalable items or sets them aside for salvage or repair. May make minor repairs on damaged merchandise. May be designated according to merchandise sorted as Book Sorter (nonprofit org.); Clothing Sorter (nonprofit org.); Jewelry Sorter (nonprofit org.); Wares Sorter (nonprofit org.).
GOE: 05.09.03 STRENGTH: L GED: R3 M2 L2 SVP: 5 DLU: 77

222.387-058 STOCK CLERK (clerical) alternate titles: stock checker; stockroom clerk; storekeeper; storeroom clerk; storeroom keeper; stores clerk; supply clerk; supply-room clerk

Receives, stores, and issues equipment, material, supplies, merchandise, foodstuffs, or tools, and compiles stock records in stockroom, warehouse, or storage yard: Counts, sorts, or weighs incoming articles to verify receipt of items on requisition or invoices. Examines stock to verify conformance to specifications. Stores articles in bins, on floor, or on shelves, according to identifying information, such as style, size, or type of material. Fills orders or issues supplies from stock. Prepares periodic, special, or perpetual inventory of stock. Requisitions articles to fill incoming orders. Compiles reports on use of stock handling equipment, adjustments of inventory counts and stock records, spoilage of or damage to stock, location changes, and refusal of shipments. May mark identifying codes, figures, or letters on articles, using labeling equipment. May distribute stock among production workers, keeping records of material issued. May make adjustments or repairs to articles carried in stock. May determine methods of storage, identification, and stock location, considering temperature, humidity, height and weight limits, turnover, floor loading capacities, and required space. May cut stock to size to fill order. May move or transport material or supplies to other departments, using hand or industrial truck. May maintain inventory and other stock records, using computer terminal. May be designated according to material, equipment, or product stored as Camera-Storeroom Clerk (motion picture); Oil-House Attendant (clerical); Wire Stockkeeper (steel & rel.); or work location as Wine-Cellar Stock Clerk (hotel & rest.); or stage in manufacture of material or goods as Finished-Goods Stock Clerk (clerical); or container in which goods are stored as Drum-Stock Clerk (clerical). May receive and store incoming shipments of yarn, thread, or jute stock and verify color standards of shipment and be known as Color Standards Clerk (clerical). May be designated: Custodian, Blood Bank (medical ser.); Food-Storeroom Clerk (hotel & rest.); Hogshead-Stock Clerk (tobacco); Material Stockkeeper, Yard (petrol. & gas); Mold Picker (rubber goods); Paint Stocker (aircraft mfg.); Pattern-Room Attendant (foundry); Printing-Plate Clerk (print. & pub.); Sack Keeper (clerical); Template-Storage Clerk (clerical); Refrigerator-Room Clerk (clerical). May receive, store, and sort unserviceable equipment and supplies for sale, disposal, or reclamation and be known as Salvage Clerk (clerical).
GOE: 05.09.01 STRENGTH: H GED: R3 M3 L2 SVP: 4 DLU: 88

222.387-062 STOREKEEPER (water trans.) alternate titles: cargo-gear mechanic

Receives, stores, and issues supplies and equipment and compiles records of supply transactions aboard ship: Verifies that supplies received are listed on requisitions and invoices. Stores supplies and equipment in storerooms. Issues supplies. Inventories supplies and equipment at end of each voyage. Compiles report of expenditures. May be designated according to department worked in as Storekeeper, Deck (water trans.); Storekeeper, Engineering (water trans.); Storekeeper, Steward (water trans.).
GOE: 05.09.01 STRENGTH: L GED: R3 M3 L2 SVP: 5 DLU: 77

222.387-066 SAMPLE CLERK (plastic prod.)

visited on 7/6/2018

Receives and fills requisitions for samples of fabricated plastic products and inspects samples for conformance to company standards: Collects sample products from production lines and inspects samples for conformance to company standards, using specification sheets, gauges, and color standard chart. Stores selected samples in sample room, pending requests for samples from sales representatives and customers. Wraps and packs samples, upon request, for shipment. Maintains records of requests received and filled. Maintains perpetual inventory of samples and replenishes sample stock to maintain required levels.
GOE: 05.09.01 STRENGTH: L GED: R3 M3 L3 SVP: 5 DLU: 86

222.387-074 SHIPPING-AND-RECEIVING WEIGHER (clerical) alternate titles: weight recorder

Weighs and records weight of filled containers, cargo of loaded vehicles, or rolls of materials, such as cotton, sugarcane, paper, cloth, plastic, and tobacco, to keep receiving and shipping records: Reads scale dial to ascertain weight and records weight on ticket, product, or material; or subtracts tare from gross weight to obtain net weight of product or material; or inserts ticket into automatic scale recorder that prints weight on ticket. May convey objects to scale, using handtruck, and lift objects onto scale. May record information on weight ticket, such as grade and yardage. May be designated according to item weighed as Cloth Weigher (knitting); Garment Weigher (knitting); Roll Weigher (paper & pulp; paper goods; plastics-synth.); Tobacco Weigher (clerical). May signal YARD ENGINEER (r.r. trans.) 910.363-018 to move cars on and off scale and be designated Scaler (r.r. trans.). May weigh only incoming or outgoing materials or products and be designated Receiving Weigher (clerical); Shipping Weigher (clerical).
GOE: 05.09.01 STRENGTH: L GED: R3 M2 L2 SVP: 2 DLU: 80

222.485-010 MILK-RECEIVER, TANK TRUCK (dairy products) alternate titles: bulk intake worker

Tends pump that pumps incoming milk from tank trucks to storage tank, and computes and records volume of milk received: Weighs loaded truck on platform scale and records weight on record sheet. Dips and pours sample of milk from vent hole of truck into bottle for laboratory analysis. Tastes and takes temperature of milk, and records taste data and temperature reading. Connects plastic hose between sanitary valves of truck and storage tank, starts pump, and turns valves to transfer milk to tank. Stops pump when transfer is completed, reads milk-flow meter, and records volume pumped on record sheet. Disconnects plastic hose from truck tank and connects nozzle of tank-cleaning system to vent hole of tank. Starts equipment that automatically rinses, washes, and sanitizes interior of tank. Removes nozzle and seals vent hole. Washes exterior of truck and pumping equipment, using brushes, detergent solution, and water hose. Weighs empty truck and records weight. Computes difference between loaded and unloaded weights of truck to verify accuracy of meter.
GOE: 05.09.01 STRENGTH: M GED: R3 M2 L2 SVP: 3 DLU: 77

222.487-010 CHECKER, BAKERY PRODUCTS (bakery products) alternate titles: order filler, bakery products

Loads racks with bakery products to prepare orders for shipping, according to products available and following order slips: Adjusts amount of products going to routes according to supply and route-return records of DRIVER, SALES ROUTE (retail trade; wholesale tr.) 292.353-010. Loads products onto tiered racks and pushes racks to loading area. Records adjustments on route slips.
GOE: 05.09.01 STRENGTH: H GED: R2 M2 L2 SVP: 2 DLU: 78

222.487-014 ORDER FILLER (retail trade; wholesale tr.)

Fills customers' mail and telephone orders and marks price of merchandise on order form: Reads order to ascertain catalog number, size, color, and quantity of merchandise. Obtains merchandise from bins or shelves. Computes price of each group of items. Places merchandise on conveyor leading to wrapping area.
GOE: 05.09.01 STRENGTH: L GED: R3 M2 L2 SVP: 3 DLU: 77

222.567-010 GRAIN ELEVATOR CLERK (beverage; grain-feed mills) alternate titles: grain weigher

Records data pertaining to receiving, storing, and shipping of grain at grain elevators: Examines bin slips or track list to determine type, destination, and estimated weight of railroad car. Signals workers to dump or load cars, using bell, light, or telephone. Pulls lever to open slide gate on storage hopper to dump grain into scale hopper. Weighs grain and inserts ticket into automatic recorder on scale that stamps weight on ticket. Notifies government inspector to examine beam scale balance and stamped ticket. Records weight, description, and destination of grain shipped and received. Keeps charts indicating location and contents of storage tanks. Assigns workers to jobs according to work schedules, and reviews timecards. Grades and weighs grain samples, using hand graders and scales, and records results. Reads thermometers on control panel to ascertain grain temperatures at various levels in storage tank. May start conveyors, select flow pipes, set trippers, and select storage tanks to convey grain into storage or to loading department.
GOE: 05.09.01 STRENGTH: L GED: R3 M2 L2 SVP: 4 DLU: 77

222.567-014 SHIP RUNNER (water trans.) alternate titles: floor runner; runner

Determines location for merchandise on dock preparatory to being stowed on ship or transported to receivers: Inspects freight to determine amount of dock space freight will occupy. Directs movement and disposition of freight on dock. Marks destination of outgoing freight in large letters on dock, using chalk. Records deliveries in record book.
GOE: 05.09.01 STRENGTH: L GED: R3 M2 L2 SVP: 4 DLU: 77

222.567-018 SLOT-TAG INSERTER (clerical)

Inserts address tags into slots (holders) of mailsacks used for bulk mailing of subscription magazines and catalogs: Receives and deposits, in mailsacks, stacked or tied bundles of magazines addressed to same city or state. Selects printed destination tag from labeled compartment of wall rack, and inserts tag into metal holder attached to mail bag. Marks tag indicating to postal employees whether magazines in mailsack are all addressed to one city or to various cities within same state. Notifies co-worker to tie, lock, and remove filled sacks. Handwrites mail slot-tags when printed tags are not supplied for specified destination area, referring to list of postal terminals.
GOE: 07.07.02 STRENGTH: L GED: R2 M2 L2 SVP: 2 DLU: 77

222.585-010 MILK RECEIVER (dairy products) alternate titles: can intake worker

Dumps, weighs, and records weight of incoming milk received in milk cans by dairy, and tends washing machine that sterilizes empty cans: Presses switch to activate conveyor of can washing machine and turns valves to admit steam and water to machine. Presses switch to activate conveyor that moves individual producer's milk cans from unloading dock to dumping station. Removes cover from each can, smells milk to detect sourness, and tilts can to dump milk into weigh tank. Places emptied cans and covers on conveyor of washing machine. Reads scale and records total weight of milk in producer's shipment and identification number of producer on record sheet. Dips and pours sample of producer's milk from weigh tank into bottle for laboratory analysis. Pulls lever to open valve and empty weigh tank. Cleans and lubricates washing machine and conveyors.
GOE: 05.09.01 STRENGTH: H GED: R3 M2 L2 SVP: 3 DLU: 77

222.587-014 BRAILLE-AND-TALKING BOOKS CLERK (library)

Prepares braille and talking books for mailing to blind library patrons and receives books returned by patrons: Stamps issue date on book card to maintain record of location of borrowed books. Stamps due date on issue card and inserts card and return mailing label in book pocket. Places books in mailing container and affixes address label to container, securing container with straps for mailing. Receives and examines returned books for damage, such as torn paper and scratched record surfaces. Stamps return date on book card. Shelves returned books alphabetically by author's name or by title.
GOE: 07.05.04 STRENGTH: L GED: R3 M2 L3 SVP: 3 DLU: 77

222.587-018 DISTRIBUTING CLERK (clerical) alternate titles: packing-and-shipping clerk; publications-distribution clerk

Assembles and routes various types of printed material: Assembles specified number of forms, manuals, or circulars for each addressee as indicated by distribution tables or instructions. Wraps, ties, or places material in envelopes, boxes, or other containers. Stamps, types, or writes addresses on packaged materials. Forwards

visited on 7/6/2018

packages by mail, messenger, or through message center. Keeps records of materials sent. May requisition and store materials to maintain stock [STOCK CLERK (clerical)].
GOE: 07.07.02 STRENGTH: L GED: R3 M2 L3 SVP: 3 DLU: 77

222.587-022 KITCHEN CLERK (hotel & rest.) alternate titles: storeroom food-checker

Verifies quantity and quality of foodstuffs issued to kitchen from storeroom. Weighs and measures foodstuffs to verify quantity received. Oversees distribution of all foodstuffs. Prepares inventory of foodstuffs on hand in kitchen.
GOE: 05.09.03 STRENGTH: M GED: R3 M2 L2 SVP: 4 DLU: 77

222.587-026 LABORATORY CLERK (clerical)

Keeps records of chemicals, apparatus, and samples, such as coal, ash, and oil, received for testing in control laboratory. Weighs and prepares for shipment chemical supplies furnished by laboratory. Cleans glassware and other laboratory apparatus, and salvages sample bottles or containers for reuse. Returns unused chemicals to designated cabinets and cleans work area, using mop.
GOE: 05.09.01 STRENGTH: L GED: R3 M2 L2 SVP: 3 DLU: 77

222.587-030 MAILER (print. & pub.)

Mails or dispatches newspapers, periodicals, envelopes, cartons, or other bulk printed matter by performing any combination of following duties: Wraps or bundles printed matter by hand or using tying machine. Addresses bundle or wrapped printed matter by hand or stamps, tags, or labels them according to mailing lists and dispatching orders, using stencils and stamping machine. Sorts bundles according to zip code and places bundles to be mailed in specified mail bags. Stacks bundles for shipment and loads and unloads bundles onto and from trucks and conveyors. Files and corrects stencils. Counts and records number of bundles and copies handled. May keep card record distribution file of units mailed or dispatched to subscribers and dealers.
GOE: 05.09.01 STRENGTH: L GED: R2 M2 L2 SVP: 3 DLU: 77

222.587-032 MAILER APPRENTICE (print. & pub.)

Performs duties as described under APPRENTICE (any industry) Master Title.
GOE: 05.09.01 STRENGTH: L GED: R2 M2 L2 SVP: 3 DLU: 77

222.587-034 ROUTE-DELIVERY CLERK (clerical)

Prepares itemized delivery sheet for items of merchandise to be delivered by truck drivers, grouping and routing deliveries according to designated districts: Copies information, such as name, address of consignee, type of merchandise, number of pieces, and mailing designation, from records onto delivery sheet. Locates and selects merchandise and verifies against delivery sheet specifications. May arrange for unloading of merchandise from freight cars, transport trucks, or ships, into consignees' trucks. May keep records of and arrange for storage of undelivered merchandise.
GOE: 07.05.04 STRENGTH: L GED: R2 M2 L2 SVP: 3 DLU: 77

222.587-038 ROUTER (clerical) alternate titles: dispatcher; marker, delivery; routing clerk

Stamps, stencils, letters, or tags packages, boxes, or lots of merchandise to indicate delivery routes. Reads addresses on articles and determines route, using standard charts.
GOE: 07.07.02 STRENGTH: L GED: R2 M1 L2 SVP: 2 DLU: 77

222.587-042 SAMPLER, WOOL (wholesale tr.)

Records wool lot numbers and forwards samples to wool-buying house: Observes manner in which sample is drilled from sacks to ensure representative sample. Records lot number from which sample is taken. Packs and forwards samples to wool-buying house.
GOE: 05.09.03 STRENGTH: L GED: R2 M2 L2 SVP: 3 DLU: 77

222.587-046 STACKER (leather prod.) alternate titles: bundler

Counts novelty case parts to verify amount specified on work ticket and stacks and bundles parts prior to spraying. May burn off feather edges from bundled leather parts, using gas torch.
GOE: 05.09.03 STRENGTH: M GED: R2 M2 L1 SVP: 2 DLU: 77

222.587-050 SWATCH CLERK (garment)

Collects cloth samples (swatches) from cutting rooms and marks each lot to identify webs (bolts) of cloth from which samples were cut. Files and keeps inventory of swatch cards that are used to show prospective customers available fabrics. Mails swatches to customers on request. Checks swatch cards prepared by outside firm to ensure conformance to original order.
GOE: 05.09.03 STRENGTH: L GED: R2 M2 L2 SVP: 2 DLU: 77

222.587-054 TRANSFORMER-STOCK CLERK (utilities)

Receives, stores, and issues transformers used in electric power system: Moves new transformers to storage space, using hoist. Drains oil from used transformers. Starts motor-driven pump which forces used oil through filtering machine and into storage tank. Selects type and size of transformer to fill requisition. Fills oil container of transformers to be issued with new or reclaimed oil. Hoists transformers onto truck for delivery. Keeps stock records.
GOE: 05.09.01 STRENGTH: M GED: R3 M2 L2 SVP: 3 DLU: 77

222.587-058 VAULT WORKER (business ser.)

Keeps records of, sorts, and routes sealed money bags received at and dispatched from vault of armored car firm: Receives bags and signs routing slip to acknowledge receipt. Sorts bags according to delivery routes. Records data, such as origin, routing, and destination of bags. Delivers bags to ARMORED-CAR GUARD (business ser.) for loading onto truck and verifies that guard has signed routing slip. Submits logs and routing slips to VAULT CASHIER (business ser.) for review.
GOE: 07.05.04 STRENGTH: M GED: R3 M2 L2 SVP: 3 DLU: 77

222.684-010 MEAT CLERK (retail trade)

Receives, stores, and grinds meats in retail establishment: Unloads fresh, cured, and boxed meats and poultry from delivery truck and transports them to storage room on conveyor and with handtruck. Counts and weighs incoming articles and compares results against invoice. Examines meats in storage and rotates meats to avoid aging. Cuts meat into small pieces suitable for grinding, and grinds for use as hamburgers, meat loaf, and sausage, using powered grinding machine. Cleans grinder, meat containers, and storage room with water hose and broom. May take meat orders from customers.
GOE: 05.09.01 STRENGTH: M GED: R2 M1 L1 SVP: 2 DLU: 77

222.687-010 CHECKER I (clerical)

visited on 7/6/2018

Verifies quantities, quality, condition, value, and type of articles purchased, sold, or produced against records or reports. May sort data or items into predetermined sequence or groups. May record items verified. May be designated according to type of establishment as Warehouse Checker (clerical).
GOE: 07.07.02 STRENGTH: L GED: R2 M2 L2 SVP: 2 DLU: 80

222.687-014 GARMENT SORTER (garment)

Sorts finished garments, such as shirts, dresses, and pajamas, according to lot and size numbers recorded on tags and labels attached to garments. May fold and package garments in boxes and bags. May iron garments prior to folding [PRESSER, HAND (any industry)]. May be designated according to garment sorted as Shirt Sorter (garment).
GOE: 06.03.02 STRENGTH: L GED: R2 M2 L1 SVP: 2 DLU: 77

222.687-018 RECEIVING CHECKER (clerical) alternate titles: checking clerk; order checker; receiving inspector; unloading checker

Counts, measures, or weighs articles to verify contents of shipments against bills of lading, invoices, or storage receipts. May examine articles for defects and sort articles according to extent of defect. May attach identification data onto article. May record factors causing goods to be returned. May unload and unpack incoming shipments.
GOE: 05.09.03 STRENGTH: M GED: R3 M2 L2 SVP: 3 DLU: 80

222.687-022 ROUTING CLERK (clerical) alternate titles: route clerk; router

Sorts bundles, boxes, or lots of articles for delivery: Reads delivery or route numbers marked on articles or delivery slips, or determines locations of addresses indicated on delivery slips, using charts. Places or stacks articles in bins designated according to route, driver, or type. May be designated according to work station as Conveyor Belt Package Sorter (retail trade). May sort sacks of mail and be known as Mail Sorter (r.r. trans.).
GOE: 07.07.02 STRENGTH: L GED: R2 M2 L2 SVP: 2 DLU: 77

222.687-026 SAMPLE DISPLAY PREPARER (knitting)

Fills orders for sample hose for sales personnel and customers: Selects hose, panty hose, surgical hose, and socks according to specifications and examines hose for defects. Pairs hose according to size, color, and length. Attaches label designating size, color, and style to top of hose. Folds and packs hose in boxes. Records name of customer or seller, size, style, color, and quantity of hose, and shipping date. May stamp identifying information on hose, using transfer paper and stamping iron.
GOE: 05.09.01 STRENGTH: L GED: R3 M2 L2 SVP: 4 DLU: 81

222.687-030 SHIPPING CHECKER (clerical) alternate titles: loading checker; order checker; packing checker

Verifies quantity, quality, labeling, and addressing of products and items of merchandise ready for shipment at manufacturing or commercial establishment: Counts, weighs, measures, or examines packaging and contents of items for conformance to company specifications. Affixes postage on packages, using postal meter. Compares items packed with customer's order and other identifying data. May keep records on number of baskets of tobacco sold and removed from auction warehouse and be designated Tobacco-Checkout Clerk (wholesale tr.). May oversee crew of workers engaged in loading and bracing material in railroad cars or trucks.
GOE: 05.09.01 STRENGTH: L GED: R3 M3 L2 SVP: 4 DLU: 77

222.687-034 STUBBER (retail trade)

Removes sales-slip stubs from packages at loading dock and sorts stubs, according to size of package or type of merchandise, to keep record of store deliveries. Returns illegibly addressed or mutilated packages for rewrapping or readdressing. Totals number of stubs at end of day and prepares report.
GOE: 05.09.03 STRENGTH: M GED: R2 M2 L2 SVP: 2 DLU: 77

222.687-038 TOOTH CLERK (protective dev.)

Selects false teeth used to make dental plates: Selects teeth of color specified and according to shape of jaw. Matches teeth with teeth of mold made by DENTIST (medical ser.) 072.101-010 preparatory to assembly of dentures by DENTAL-LABORATORY TECHNICIAN (protective dev.) 712.381-018.
GOE: 05.12.19 STRENGTH: S GED: R3 M2 L2 SVP: 4 DLU: 77

222.687-042 INSPECTOR, HANDBAG FRAMES (leather prod.) alternate titles: frame opener

Inspects metal or plastic frames used in manufacture of women's handbags: Removes frames from packing case and verifies order with invoice and shipping order. Examines frames for defects, such as scratches, discolorations, or missing hinge pins. Opens and closes frames to test frame construction and ease of fastening. Discards defective frames for repair or return to manufacturer. Compiles inventory of acceptable and unacceptable frames received.
GOE: 06.03.02 STRENGTH: L GED: R2 M2 L2 SVP: 2 DLU: 86

222.687-046 PROTECTIVE-CLOTHING ISSUER (chemical)

Sorts and issues protective clothing and related supplies to workers: Receives delivery of items such as coveralls, underwear, gloves, and towels from laundry, checks items against list to verify completeness of delivery, and sorts items by type and size. Opens workers' lockers, using master key, and places clean items in locker. Removes, sorts, and counts soiled items stored in hamper. Disposes of worn items. Maintains inventory of clean laundry received and issued.
GOE: 07.07.02 STRENGTH: L GED: R2 M2 L2 SVP: 2 DLU: 86

229 PRODUCTION AND STOCK CLERKS AND RELATED OCCUPATIONS, N.E.C.

This group includes occupations, not elsewhere classified, concerned with maintaining production records, expediting flow of work and materials, and receiving, storing, shipping, issuing, requisitioning, and accounting for materials and goods. Similar occupations, not elsewhere classified, concerned primarily with loading and moving materials and products are found in Group 929.

229.137-010 SACK-DEPARTMENT SUPERVISOR (grain-feed mills)

Supervises and coordinates activities of workers engaged in receiving, storing, and distributing such grain and feed mill supplies as bags, cartons, sacks, and twine, and in cleaning, sorting, and repairing sacks. Schedules distribution of sacks, bags, and other supplies to packing machines according to packing orders. Performs duties as described under SUPERVISOR (any industry) Master Title.
GOE: 05.09.01 STRENGTH: L GED: R4 M3 L2 SVP: 6 DLU: 77

229.137-014 YARD SUPERVISOR (construction)

Supervises and coordinates activities of workers engaged in receiving, storing, issuing, and maintaining machines, equipment, materials, and supplies in construction storage building or yard: Dispatches materials and equipment to construction sites. May requisition materials and supplies. May operate crane to move items in yard. May repair machines and equipment. May supervise workers engaged in fabricating metal structural members and concrete forms and products used on construction projects. Performs other duties as described under SUPERVISOR (any industry) Master Title.
GOE: 05.09.02 STRENGTH: L GED: R4 M3 L4 SVP: 7 DLU: 77

229.267-010 PARTS CATALOGER (any industry) alternate titles: engineering clerk; parts data writer; technical release analyst

visited on 7/6/2018

Reviews blueprints, change orders, and other engineering data to prepare and maintain master parts listings, catalogs, and other documentation used for material requisitioning and disbursement, inventory control, production planning, scheduling, and related manufacturing activities: Examines engineering drawings, blueprints, orders, and other documentation for conformance to established criteria regarding materials, parts, and equipment specified, and initiates requests for changes to ensure compliance with standards. Reviews engineering data and compiles list of materials, parts, and equipment required for manufacturing product. Prepares and maintains manual or computerized record systems providing detailed parts information, such as complete description, quantities, operational characteristics, functions, and specifications [PARTS LISTER (electron. comp.) 229.367-014]. Prepares and updates parts catalogs, manuals, and related documentation. Releases parts data and documentation to authorized departments and organizations. May determine material requirements for fabricating parts, considering size, cutting, and forming involved. May assist in determining adequate spare parts inventory requirements for customers.
GOE: 05.03.02 STRENGTH: S GED: R4 M3 L4 SVP: 6 DLU: 88

229.367-010 FIELD RECORDER (utilities) alternate titles: field clerk

Maintains records of equipment, materials, and supplies used in construction, installation, and maintenance of electric-power distribution lines and facilities: Observes operations of field crew, and records data, such as equipment installed or replaced, materials and supplies used, and labor costs. Prepares sketches or enters on drawing type of equipment installed and location of equipment in order that circuit maps and blueprints can be corrected. Prepares and attaches identification tags to equipment, such as transformers and switches removed from service for repair or storage. Prepares and nails metal tags on pole indicating circuit and station in transmission or distribution line. Maintains inventory of equipment in field truck and prepares requisitions for replacement parts, materials, and supplies.
GOE: 05.09.02 STRENGTH: L GED: R3 M3 L3 SVP: 4 DLU: 77

229.367-014 PARTS LISTER (electron. comp.)

Compiles master lists of replaceable parts in electronic equipment to ensure inventories and to provide government and other customers with information on source of parts: Reads master bill of materials to obtain complete list of parts used in product. Identifies each item by part number, manufacturer, and brief description. Contacts purchasing department, engineering department, and vendor representatives regarding procurement and availability of specially designed components. May operate computer to access and compile master lists.
GOE: 05.09.01 STRENGTH: L GED: R3 M3 L3 SVP: 4 DLU: 88

229.387-010 MATERIAL LISTER (construction)

Reviews blueprint and material specifications to determine amount, size, kind, grade, and place of delivery of materials for building construction projects. May list suppliers and bid prices for each type of material used. May prepare material schedules showing promised delivery data for each type of material. May keep records of materials received and used on project.
GOE: 05.03.02 STRENGTH: S GED: R4 M3 L4 SVP: 5 DLU: 77

229.387-014 TANK CALIBRATOR (business ser.)

Measures tanks of varying sizes and shapes to determine incremental and total liquid capacities, using one or both of following methods: (1) Extends tape to encircle tanks at specified level to measure circumference. Lowers tape to measure outside and inside heights at specified places. Measures width, height, and thickness of projections, such as flanges, boltheads, shell plate, butt-welded joint, rivets, overflows, and floating roofs, using tapes, calipers, and straightedge. Records measurements and calculates total and incremental tank capacities to prepare gauging tables, following formulas. (2) Measures tank, using liquid calibration methods. Turns valves to admit measured quantities of liquid from calibrated container into tank being calibrated. Lowers tape into tank at specified places and records measurements. Repeats process to obtain measurements at various levels. Takes temperature, samples, and records type of calibration liquid, using thermometer and sample container. Prepares gauging tables, following formulas. May prepare sketches and drawings of tanks and tank projections.
GOE: 05.09.03 STRENGTH: M GED: R4 M4 L3 SVP: 5 DLU: 77

229.587-010 GREIGE-GOODS MARKER (textile) alternate titles: marker, hand

Assigns identifying numbers to cuts of greige cloth received for finishing. Records numbers on cloth and on lot sheet to ensure return of cloth to customer after finishing. May record numbers on tag or ticket and attach to cloth. May cut open bundles of cloth, using knife, and verify that cloth meets specifications on customer order.
GOE: 05.09.03 STRENGTH: L GED: R2 M1 L2 SVP: 2 DLU: 77

229.587-014 QUALITY-CONTROL CLERK (pharmaceut.)

Stores samples of materials tested and records test result data for product stability study program: Files bottles of raw materials used in pharmaceutical compounding, samples of purchased and plant-processed intermediate products, lot control samples, and samples of finished pharmaceutical batches. Stores samples of finished products in cartons labeled with type of product (cream, liquid, tablet) and records identifying data in alphabetical index listing. Keeps tickler file for withdrawal of samples for testing. Withdraws samples on dates indicated and takes them to laboratory. Keeps file of product stability study control charts. Records on charts test result data, such as appearance, color, and melting point.
GOE: 07.05.03 STRENGTH: L GED: R3 M2 L3 SVP: 3 DLU: 77

229.587-018 TICKETER (textile) alternate titles: labeler; tagger; ticket stamper

Records or stamps information, such as price, size, style, color, and inspection results on tags, tickets, and labels, using rubber stamp or writing instrument. Pastes, staples, sews, or otherwise fastens tickets, tags, labels, or shipping documents to cloth or carpeting. May compute number of rolls of cloth to be produced from each lot to determine required number of tickets, tags, or labels. May trim excess threads from selvage (finished edge) of cloth, using scissors or shears. May keep records of production, returned goods, and personnel transactions.
GOE: 05.09.03 STRENGTH: L GED: R2 M1 L2 SVP: 2 DLU: 77

229.687-010 SAMPLE CHECKER (carpet & rug; textile)

Examines cloth samples mounted in books or tagged to verify that samples are neatly mounted and are identical in color, weave, and hand with swatch previously approved by customer. Compares style number marked on sample with that on customer's order and on standard swatch. May assemble cards or books for shipment to sales department.
GOE: 05.09.03 STRENGTH: L GED: R3 M1 L2 SVP: 3 DLU: 77

23 INFORMATION AND MESSAGE DISTRIBUTION OCCUPATIONS

This division includes occupations concerned with the distribution of information and messages by direct personal or telephone contact, involving such activities as delivering mail, relaying messages by telephone or telegraph equipment, arranging travel accommodations, and directing visitors at reception points.

230 HAND DELIVERY AND DISTRIBUTION OCCUPATIONS

This group includes occupations concerned with the hand delivery or distribution of mail, messages, packages, telephone directories, product samples, and handbills to the public or to industrial or commercial establishments, generally involving outside travel on foot or by bicycle or motor vehicle. Occupations concerned with the delivery of goods by truck involving collection of payment for goods delivered or delivery of goods to a distribution site are included in Groups 905 and 906, or in Group 292 if concerned with the delivery and sale of products over an established route. Occupations concerned with the delivery of messages and documents or the distribution of office supplies within an establishment are included in Group 239.

230.137-010 SUPERVISOR, ADVERTISING-MATERIAL DISTRIBUTORS (business ser.)

visited on 7/6/2018

Supervises and coordinates activities of crew of workers engaged in distributing sample merchandise, handbills, or coupons: Issues advertising material to ADVERTISING-MATERIAL DISTRIBUTORS (any industry) and instructs them in methods of distribution. Assigns workers to specified routes and tours area to ensure coverage of assigned territory. Records information, such as area covered, material distributed, and working hours. May hire crewmembers. Performs other duties as described under SUPERVISOR (clerical) Master Title.
GOE: 07.07.02 STRENGTH: L GED: R4 M2 L4 SVP: 6 DLU: 77

230.137-014 SUPERVISOR, DELIVERY DEPARTMENT (tel. & tel.)

Supervises and coordinates activities of workers engaged in telegram and package pickup and delivery service of telegraph office: Trains and supervises TELEGRAM MESSENGERS (tel. & tel.). Assigns pickup and delivery routes on basis of knowledge of area served. May keep time and activity records of department employees. May train and supervise TELEGRAPH-SERVICE RATERS (tel. & tel.). Performs other duties as described under SUPERVISOR (clerical) Master Title.
GOE: 07.07.02 STRENGTH: L GED: R4 M2 L3 SVP: 6 DLU: 77

230.137-018 SUPERVISOR, MAIL CARRIERS (government ser.)

Supervises and coordinates activities of workers engaged in collecting, sorting, and delivering mail: Receives, investigates, and initiates action on patron's complaints. May analyze carrier routes and recommend changes of route boundaries to regulate amount of mail being delivered. Performs other duties as described under SUPERVISOR (clerical) Master Title.
GOE: 07.05.04 STRENGTH: L GED: R4 M3 L4 SVP: 6 DLU: 77

230.363-010 RURAL MAIL CARRIER (government ser.)

Delivers mail along established route outside town or city corporate limits: Sorts mail for delivery according to location along route. Delivers mail over route by motor vehicle. Picks up outgoing mail, sells stamps, and issues money orders.
GOE: 07.05.04 STRENGTH: M GED: R3 M3 L2 SVP: 2 DLU: 86

230.367-010 MAIL CARRIER (government ser.) alternate titles: city carrier; letter carrier

Sorts mail for delivery and delivers mail on established route: Inserts mail into slots of mail rack to sort for delivery. Delivers mail to residences and business establishments along route. Completes delivery forms, collects charges, and obtains signature on receipts for delivery of specified types of mail. Enters changes of address in route book and re-addresses mail to be forwarded. May drive vehicle over established route. May deliver specialized types of mail and be designated Parcel-Post Carrier (government ser.); Special-Delivery Carrier (government ser.).
GOE: 07.05.04 STRENGTH: M GED: R3 M2 L3 SVP: 4 DLU: 86

230.647-010 SINGING MESSENGER (business ser.)

Performs song and dance routines to deliver messages and entertain specified individuals for customers of message delivery service: Practices song and dance routines with experienced worker to become familiar with routines offered by service. Receives customer instructions from dispatcher, selects standard message supplied by service, or records customer's personalized message on form, using typewriter or pen. Applies theatrical makeup and dresses in costume, when necessary, and travels to destination, using vehicle, maps, and customer instructions. Locates recipient of message and performs routine, basing time frame of routine on recipient's reaction. May play musical instruments, such as kazoo or finger cymbals, during routine. May present gift items at conclusion of performance.
GOE: 07.07.02 STRENGTH: L GED: R3 M2 L3 SVP: 2 DLU: 86

230.663-010 DELIVERER, OUTSIDE (clerical) alternate titles: courier; messenger

Delivers messages, telegrams, documents, packages, and other items to business establishments and private homes, traveling on foot or by bicycle, motorcycle, automobile, or public conveyance. May keep log of items received and delivered. May obtain receipts or payment for articles delivered. May service vehicle driven, such as checking fluid levels and replenishing fuel. May be designated according to item delivered, as Telegram Messenger (tel. & tel.).
GOE: 07.07.02 STRENGTH: L GED: R2 M1 L2 SVP: 2 DLU: 88

230.667-014 TELEPHONE-DIRECTORY DELIVERER (business ser.) alternate titles: phone-book deliverer

Delivers telephone directories to residences and business establishments, on foot: Receives supply of directories from TELEPHONE-DIRECTORY-DISTRIBUTOR DRIVER (business ser.) or from other individual at central distribution point or from vehicle parked in distribution area, places books on handtruck or in sacks or other containers, and delivers books, following verbal instructions or address list. May pick up outdated directories for return for salvage purposes.
GOE: 07.07.02 STRENGTH: H GED: R1 M1 L1 SVP: 1 DLU: 77

230.687-010 ADVERTISING-MATERIAL DISTRIBUTOR (any industry) alternate titles: distributor, advertising material

Distributes advertising material, such as merchandise samples, handbills, and coupons, from house to house, to business establishments, or to persons on street, following oral instructions, street maps, or address lists. May be designated according to type of advertising material distributed as Handbill Distributor (any industry); Pamphlet Distributor (any industry); Sample Distributor (any industry).
GOE: 07.07.02 STRENGTH: L GED: R1 M1 L1 SVP: 2 DLU: 77

235 TELEPHONE OPERATORS

This group includes occupations concerned with operating telephone switchboards to relay incoming and interoffice calls, make connections with outside lines for outgoing calls, establish connections between subscribers, supply information, and calculate long-distance charges.

235.132-010 CENTRAL-OFFICE-OPERATOR SUPERVISOR (tel. & tel.)

Supervises and coordinates activities of CENTRAL-OFFICE OPERATORS (tel. & tel.) engaged in operating telephone switchboards: Conducts on-the-job training for inexperienced operators. Assists operators in placing unusual types of calls. May discuss service problems directly with customers. Performs other duties as described under SUPERVISOR (clerical) Master Title.
GOE: 07.04.06 STRENGTH: L GED: R4 M2 L3 SVP: 6 DLU: 77

235.132-014 COMMUNICATION-CENTER COORDINATOR (air trans.)

Supervises and coordinates activities of airport terminal personnel engaged in receiving and issuing communications on telephone, internal radio, and public-address system, and monitoring electronic equipment. Receives telephone or radio requests for repair of electronic equipment, such as elevator-monitoring devices, and relays requests to maintenance department. Telephones key personnel in emergencies, such as bomb threats. Records activities in logs. Performs other duties as described under SUPERVISOR (clerical) Master Title.
GOE: 07.04.05 STRENGTH: S GED: R4 M3 L4 SVP: 5 DLU: 77

235.137-010 TELEPHONE OPERATOR, CHIEF (clerical)

Supervises and coordinates activities of TELEPHONE OPERATORS (clerical) 235.662-022 in telephone or telegraph office or in industrial establishment: Notifies telephone company maintenance department of switchboard operational difficulties reported by operators. Prepares work schedules and assigns switchboard positions. Trains new employees and keeps attendance records. Maintains record of incoming and outgoing long-distance and tie line calls, noting duration and time of calls. Keeps record of employees' personal calls and forwards record to department head for collection. Compiles plant phone directory, arranges for distribution to designated

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personnel, and keeps record of directories distributed. Performs other duties as described under SUPERVISOR (clerical) Master Title. May relieve operators. May supervise operators of telephone answering and message service and be designated Supervisor, Telephone-Answering-Service (business ser.).
GOE: 07.04.06 STRENGTH: S GED: R4 M3 L4 SVP: 6 DLU: 78

235.222-010 PRIVATE-BRANCH-EXCHANGE SERVICE ADVISER (tel. & tel.)

Conducts training classes in operation of switchboard and teletype equipment: Explains mechanical construction and operation of switchboards and demonstrates procedures for receiving and completing incoming and interoffice calls. Observes operators handling calls and recommends methods to improve service. Analyzes traffic loads and conducts studies to determine equipment needs. Keeps records of equipment in subscribers' establishments.
GOE: 07.04.05 STRENGTH: L GED: R4 M2 L4 SVP: 6 DLU: 77

235.387-010 RADIO-MESSAGE ROUTER (tel. & tel.)

Classifies messages at central-office exchange and routes messages for transmission: Places routing information on message, such as method of transmission, route, and operator's code. Places message in pneumatic tube or basket for delivery to operator.
GOE: 07.05.04 STRENGTH: S GED: R3 M1 L3 SVP: 5 DLU: 77

235.462-010 CENTRAL-OFFICE OPERATOR (tel. & tel.) alternate titles: switchboard operator; telephone operator

Operates telephone switchboard to establish or assist customers in establishing local or long-distance telephone connections: Observes signal light on switchboard, plugs cords into trunk-jack, and dials or presses button to make connections. Inserts tickets in calculagraph (time-stamping device) to record time of toll calls. Consults charts to determine charges for pay-telephone calls, and requests coin deposits for calls. May give information regarding subscribers' telephone numbers [DIRECTORY-ASSISTANCE OPERATOR (tel. & tel.)]. Calculates and quotes charges on long-distance calls. May make long-distance connections and be designated Long-Distance Operator (tel. & tel.).
GOE: 07.04.06 STRENGTH: L GED: R3 M1 L3 SVP: 3 DLU: 77

235.562-010 CLERK, ROUTE (tel. & tel.)

Sorts and routes telegrams received by pickup and delivery section of telegraph office: Folds and places messages in envelopes for delivery. Receives requests for message pickup within area served by telegraph office. Routes messages to customers within city via private telegraph wire or telephone, and to customers in distant cities via telegraphic-typewriter or Morse telegraphy. Reads maps to sort messages and pick-up requests into routes. Dispatches TELEGRAM MESSENGER (tel. & tel.). Receives and records remittances returned for messages picked up. Reads messages for errors.
GOE: 07.05.04 STRENGTH: S GED: R3 M2 L3 SVP: 4 DLU: 77

235.562-014 SWITCHBOARD OPERATOR, POLICE DISTRICT (government ser.)

Operates switchboard to receive and transmit police communications: Talks to police officers reporting from callboxes and records messages on special forms. Enters time of call and callbox number. Telephones for ambulances or fire-fighting equipment when requested. Routes messages for radio broadcast to DISPATCHER, RADIO (government ser.).
GOE: 07.04.05 STRENGTH: L GED: R3 M1 L2 SVP: 4 DLU: 77

235.662-010 COMMAND AND CONTROL SPECIALIST (military ser.)

Operates and monitors communication console to receive and relay command and control information or instructions: Observes signal light on communication console and presses switch to open or close communication channel. Receives communiques concerning such items as unknown aircraft, deployment of equipment and troops, or emergency situation. Records message and notifies designated personnel concerning communique, following manual procedures, or presses switch to facilitate direct communication between originator and appropriate action addressee. Relays information to originating source or specified individuals to initiate action to be taken.
GOE: 07.04.05 STRENGTH: S GED: R3 M3 L3 SVP: 5 DLU: 77

235.662-014 COMMUNICATION-CENTER OPERATOR (air trans.)

Operates airport authority communication systems and monitors electronic equipment alarms: Operates public address system to page passengers or visitors. Operates telephone switchboard to receive or place calls to and from terminal. Operates two-way internal radio system to communicate with departments. Operates terminal courtesy telephone system to communicate with passengers or visitors. Observes electronic monitoring panel to detect serious malfunction of elevators, escalators, shuttle train, fire alarms, emergency doors, heating, air-conditioning, or ventilating systems.
GOE: 07.04.05 STRENGTH: S GED: R3 M2 L3 SVP: 5 DLU: 77

235.662-018 DIRECTORY-ASSISTANCE OPERATOR (tel. & tel.)

Provides telephone information from cord or cordless central office switchboard: Plugs in headphones when signal light flashes on cord switchboard, or pushes switch keys on cordless switchboard to make connections. Refers to alphabetical or geographical reels or directories to answer questions and suggests alternate locations and spelling under which number could be listed. May type location and spelling of name on computer terminal keyboard, and scan directory or microfilm viewer to locate number. May keep record of calls received. May keep reels and directories up to date.
GOE: 07.04.06 STRENGTH: S GED: R3 M2 L3 SVP: 3 DLU: 77

235.662-022 TELEPHONE OPERATOR (clerical) alternate titles: control-board operator; pbx operator; private-branch-exchange operator; switchboard operator; telephone-switchboard operator

Operates cord or cordless switchboard to relay incoming, outgoing, and interoffice calls: Pushes switch keys on cordless switchboard to make connections and relay calls. Plugs cord of cord type equipment into switchboard jacks to make connections and relay calls. May supply information to callers and record messages. May keep record of calls placed and toll charges. May perform clerical duties, such as typing, proofreading, and sorting mail. May operate system of bells or buzzers to call individuals in establishment to phone. May receive visitors, obtain name and nature of business, and schedule appointments [RECEPTIONIST (clerical) 237.367-038].
GOE: 07.04.06 STRENGTH: S GED: R3 M2 L3 SVP: 3 DLU: 87

235.662-026 TELEPHONE-ANSWERING-SERVICE OPERATOR (business ser.) alternate titles: interceptor operator; telephone-interceptor operator

Operates cord or cordless switchboard to provide answering service for clients. Greets caller and announces name or phone number of client. Records and delivers messages, furnishes information, accepts orders, and relays calls. Places telephone calls at request of client and to locate client in emergencies. Date stamps and files messages.
GOE: 07.04.06 STRENGTH: S GED: R3 M2 L3 SVP: 3 DLU: 77

236 TELEGRAPH OPERATORS

This group includes occupations concerned with operating telegraph equipment to transmit and receive signals or messages, including transmitting train-delay reports, train orders, etc. Occupations concerning use of telegraphic typewriters are included in Group 203.

236.252-010 REPRESENTATIVE, PERSONAL SERVICE (tel. & tel.)

Visits agents, tie line customers, and private wire patrons to demonstrate to employees use and operation of telegraph equipment and facilities: Demonstrates use of telegraph equipment and operating procedures. Explains rates and company services. Consults with customers concerning communication needs and suggests methods of

visited on 7/6/2018

eliminating operational difficulties. Suggests modifications of customer's private wire switching equipment. Prepares written reports of services rendered to customers, including descriptions of difficulties encountered. Aids in development and preparation of operating procedures.
GOE: 05.02.06 STRENGTH: L GED: R5 M3 L5 SVP: 6 DLU: 77

236.562-010 TELEGRAPHER (r.r. trans.) alternate titles: telephoner; teletype-telegrapher

Operates telegraph key, Teletype machine, or talks over telephone to transmit and receive train orders and messages: Records time and date messages were received or transmitted. Operates Teletype machine to transmit messages and train orders. Reads messages received and marks for distribution. Informs TRAIN DISPATCHER (r.r. trans.) by telephone of departure of outbound trains from yard or terminal. Replaces rolls of Teletype paper in machine as required.
GOE: 07.04.05 STRENGTH: S GED: R4 M3 L3 SVP: 4 DLU: 77

236.562-014 TELEGRAPHER AGENT (r.r. trans.) alternate titles: station telegrapher

Transmits and receives messages, train orders, and car reports in Morse code, using manual or semiautomatic key: In small railroad station performs duties, such as selling tickets and forwarding and receiving baggage and freight [BAGGAGE-AND-MAIL AGENT (r.r. trans.); STATION AGENT (r.r. trans.) I]. May move controls to change block signals and semaphores.
GOE: 07.04.05 STRENGTH: S GED: R3 M2 L3 SVP: 5 DLU: 77

237 INFORMATION AND RECEPTION CLERKS

This group includes occupations primarily concerned with giving information to employers, customers, visitors, or the general public, inquiring in person, or by telephone, regarding such matters as activities of establishment, location of offices within firm, stock quotations, and credit status. It also includes scheduling appointments and keeping records of callers and nature of inquiries. Occupations primarily concerned with interviewing persons to elicit and record information on registrations or other records are found in Group 205.

237.137-010 SUPERVISOR, TELEPHONE INFORMATION (motor trans.)

Supervises and coordinates activities of workers engaged in giving bus service information, by telephone, to callers for motor transportation company: Confers with management and examines past activity records to project staffing, budget, and equipment requirements, performing duties as described under SUPERVISOR (clerical) Master Title. Issues oral and written instructions on schedule changes and rates to keep workers informed and maintain accuracy of information given to public. Monitors telephone conversations between workers and callers to evaluate technical accuracy. Reads telephone operator's meter to determine volume of calls handled and hourly total of lost calls to compile record for planning purposes. Conducts classroom and on-the-job training to maintain and improve service standards. Submits reports, as required, to provide information for accounting department.
GOE: 07.04.04 STRENGTH: S GED: R4 M3 L4 SVP: 7 DLU: 77

237.137-014 SUPERVISOR, TRAVEL-INFORMATION CENTER (government ser.)

Supervises and coordinates activities of workers engaged in greeting and welcoming motorists at State Highway Information Center: Provides information, such as directions, road conditions, and vehicular travel regulations. Provides maps, brochures, and pamphlets to assist motorist in locating points of interest or in reaching destination. Performs duties as described under SUPERVISOR (clerical) Master Title. May direct tourists to rest areas, camps, resorts, historical points, or other tourist attractions.
GOE: 07.04.04 STRENGTH: L GED: R4 M3 L4 SVP: 6 DLU: 77

237.267-010 INFORMATION CLERK, AUTOMOBILE CLUB (nonprofit org.)

Provides telephone inquirers with information concerning activities and programs of automobile club: Provides information on matters, such as traffic engineering and motor-vehicle safety, applicable motor vehicle laws, licensing regulations, automobile insurance and financing, and legal actions. Receives and records complaints on road conditions. Participates in traffic surveys. May specialize in assisting members file insurance claims for motor vehicle property damage and be designated Claims And Insurance Information Clerk, Automobile Club (nonprofit org.).
GOE: 07.04.04 STRENGTH: S GED: R4 M3 L4 SVP: 5 DLU: 77

237.367-010 APPOINTMENT CLERK (clerical) alternate titles: reception clerk

Schedules appointments with employer or other employees for clients or customers by mail, phone, or in person, and records time and date of appointment in appointment book. Indicates in appointment book when appointments have been filled or cancelled. May telephone or write clients to remind them of appointments. May receive payments for services, and record them in ledger. May receive callers [RECEPTIONIST (clerical)]. May operate switchboard [TELEPHONE OPERATOR (clerical)].
GOE: 07.04.04 STRENGTH: S GED: R3 M2 L3 SVP: 3 DLU: 77

237.367-014 CALL-OUT OPERATOR (business ser.; retail trade)

Compiles credit information, such as status of credit accounts, personal references, and bank accounts to fulfill subscribers' requests, using telephone. Copies information onto form to update information for credit record on file, or for computer input. Telephones subscriber to relay requested information or submits data obtained for typewritten report to subscriber.
GOE: 07.05.03 STRENGTH: S GED: R3 M2 L3 SVP: 2 DLU: 77

237.367-018 INFORMATION CLERK (motor trans.; r.r. trans.; water trans.) alternate titles: travel clerk

Provides travel information for bus or train patrons: Answers inquiries regarding departures, arrivals, stops, and destinations of scheduled buses or trains. Describes routes, services, and accommodations available. Furnishes patrons with timetables and travel literature. Computes and quotes rates for interline trips, group tours, and special discounts for children and military personnel, using rate tables.
GOE: 07.04.04 STRENGTH: L GED: R4 M2 L3 SVP: 2 DLU: 77

237.367-022 INFORMATION CLERK (clerical)

Answers inquiries from persons entering establishment: Provides information regarding activities conducted at establishment, and location of departments, offices, and employees within organization. Informs customer of location of store merchandise in retail establishment. Provides information concerning services, such as laundry and valet services, in hotel. Receives and answers requests for information from company officials and employees. May call employees or officials to information desk to answer inquiries. May keep record of questions asked.
GOE: 07.04.04 STRENGTH: S GED: R4 M2 L3 SVP: 4 DLU: 86

237.367-026 LAND-LEASING EXAMINER (government ser.) alternate titles: land-lease-information clerk

Furnishes information to public concerning status of state-owned lands for lease, and assists applicants to file documents required to lease land: Answers public inquiries concerning types of land leases available. Furnishes current information concerning land classification, withdrawals from market, or mineral reservations. Assists applicant in completing required documents. Examines applications, transfers, and supporting documents for conformance with agency specifications. Processes documents, collects fees, and maintains history ledgers of state-owned land.
GOE: 07.04.04 STRENGTH: S GED: R4 M3 L4 SVP: 7 DLU: 77

237.367-030 MANAGER, TRAFFIC II (motor trans.)

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Quotes freight rates and gives information on truck arrivals to trucking-transportation firm's customers. May investigate and settle claims against firm for damaged, short, or overcharged freight shipments [CUSTOMER-COMPLAINT CLERK (clerical)].
GOE: 07.04.04 STRENGTH: S GED: R3 M2 L2 SVP: 6 DLU: 77

237.367-034 PAY-STATION ATTENDANT (tel. & tel.)

Obtains telephone numbers at pay stations for persons with visual impairment, persons unfamiliar with local telephone exchanges, or others unable to secure satisfactory telephone service. Usually stationed at hotels, military bases, or similar places frequented by strangers. Contacts international operator or direct-dials to place international telephone calls, and collects toll from caller. Periodically verifies operating condition of telephones within facility and advises supervisor of location of malfunctioning equipment.
GOE: 09.04.02 STRENGTH: L GED: R3 M2 L3 SVP: 5 DLU: 77

237.367-038 RECEPTIONIST (clerical) alternate titles: reception clerk

Receives callers at establishment, determines nature of business, and directs callers to destination: Obtains caller's name and arranges for appointment with person called upon. Directs caller to destination and records name, time of call, nature of business, and person called upon. May operate PBX telephone console to receive incoming messages. May type memos, correspondence, reports, and other documents. May work in office of medical practitioner or in other health care facility and be designated Outpatient Receptionist (medical ser.) or Receptionist, Doctor's Office (medical ser.). May issue visitor's pass when required. May make future appointments and answer inquiries [INFORMATION CLERK (clerical) 237.367-022]. May perform variety of clerical duties [ADMINISTRATIVE CLERK (clerical) 219.362-010] and other duties pertinent to type of establishment. May collect and distribute mail and messages.
GOE: 07.04.04 STRENGTH: S GED: R3 M2 L3 SVP: 4 DLU: 88

237.367-042 REFERRAL-AND-INFORMATION AIDE (government ser.)

Receives callers and responds to complaints in person or by telephone for government agency: Questions callers to ascertain nature of complaints against government agency; records complaint on standard form; and routes form to appropriate department or office for action. Contacts department or office to which complaint was referred to determine disposition. Contacts complainant to verify data and follow-up on results of referral. Compiles complaint records, by category, department office, and disposition. Notifies supervisor of patterns of poor provision of service. Maintains up-to-date reference materials and files.
GOE: 07.04.02 STRENGTH: S GED: R3 M2 L3 SVP: 3 DLU: 77

237.367-046 TELEPHONE QUOTATION CLERK (financial) alternate titles: information clerk, brokerage; quote clerk; telephone-information clerk

Answers telephone calls from customers requesting current stock quotations and provides information posted on electronic quote board. Relays calls to REGISTERED REPRESENTATIVE (financial) 250.257-018 as requested by customer. May call customers to inform them of stock quotations.
GOE: 07.04.04 STRENGTH: S GED: R3 M2 L3 SVP: 2 DLU: 77

237.367-050 TOURIST-INFORMATION ASSISTANT (government ser.)

Provides travel information and other services to tourists at State Information Center: Greets tourists, in person or by telephone, and answers questions and gives information on resorts, historical sites, scenic areas, and other tourist attractions. Assists tourists in planning itineraries and advises them of traffic regulations. Sells hunting and fishing licenses and provides information on fishing, hunting, and camping regulations. Composes letters in response to inquiries. Maintains personnel, license-sales, and other records. Contacts motel, hotel, and resort operators by mail or telephone to obtain advertising literature.
GOE: 07.04.04 STRENGTH: S GED: R4 M3 L4 SVP: 6 DLU: 77

238 ACCOMMODATION CLERKS AND GATE AND TICKET AGENTS

This group includes occupations concerned with planning, scheduling, reserving, or otherwise arranging accommodations, such as transportation, lodging, and recreation, for customers, guests, employees, and government and military personnel, when direct personal or telephone contact is involved. Includes ticket agents engaged in assigning and reserving space, selling tickets, and providing travel information to patrons of transportation agency. Also included in this group are gate agents who check tickets and assist passengers at airports. Travel agents engaged in selling and arranging travel and lodging services on a commission basis are found in Group 252.

238.137-010 MANAGER, RESERVATIONS (hotel & rest.)

Supervises and coordinates activities of workers engaged in taking, recording, and canceling reservations in front office of hotel: Sorts reservations received by mail into current (up to 3 days) and future (over 3 days). Sends futures to reservation center in other hotel of chain. Gives current reservations to clerks for computerization. Receives contracts detailing room allotments for conventions from sales representative and feeds information into terminal. Corresponds with groups and travel agents to answer special requests for rooms and rates. Verifies that daily printouts listing guests' arrivals and individual guest folios are received by Room Clerks (hotel & rest.). Maintains weekly attendance sheet and sends to payroll department. Delegates assistants to train clerks in taking telephone reservations and in operating computer terminals and printers to store and receive reservation data. Reschedules workers to accommodate arrivals of conventions and other groups. Recommends promotion and discharge of workers to MANAGER, FRONT OFFICE (hotel & rest.). Performs other duties as described under SUPERVISOR (clerical) Master Title.
GOE: 07.05.01 STRENGTH: L GED: R4 M2 L3 SVP: 5 DLU: 77

238.137-014 SENIOR RESERVATIONS AGENT (air trans.)

Supervises and coordinates activities of workers engaged in reserving seat space for passengers on scheduled airline flights: Assigns workers to tasks in accordance with abilities and personnel requirements. Observes work procedures, monitors telephone calls, and reviews completed work to ensure adherence to quality and efficiency standards and to rules and regulations. Directs, explains, and demonstrates improved work practices and procedures to attain efficient utilization of personnel. Writes revisions to procedure guides and memoranda describing changes in reservations methods, flight schedules, and rates. Records teletypewriter messages and telephones passenger service personnel to obtain information regarding flight cancellations and schedule changes and to determine disposition of passengers holding reservations on cancelled or rescheduled flights. Posts flight schedule changes and passenger disposition information on bulletin board, and directs staff to telephone passengers to notify of schedule and reservation changes. Performs other duties as described under SUPERVISOR (clerical) Master Title.
GOE: 07.05.01 STRENGTH: L GED: R4 M3 L3 SVP: 6 DLU: 77

238.137-018 SUPERVISOR, GATE SERVICES (air trans.) alternate titles: senior gate agent

Supervises and coordinates activities of workers engaged in admitting departing passengers to airplanes and assisting passengers disembark at terminal exit of commercial airline: Reviews flight schedules, passenger manifests, and information obtained from staff to ascertain staffing requirements that will ensure efficient passenger embarking and disembarking; and assigns staff accordingly. Observes workers to ensure that services to passengers are performed courteously and correctly. Directs, explains, and demonstrates improved work practices and procedures to attain efficient utilization of human resources. Evaluates work performance of personnel and prepares recommendations for retention, dismissal, transfer, or promotion. Prepares daily personnel and activity reports. May perform tasks of GATE AGENT (air trans.).
GOE: 09.05.04 STRENGTH: L GED: R4 M2 L4 SVP: 7 DLU: 77

238.137-022 SUPERVISOR, TICKET SALES (air trans.) alternate titles: lead ticket-sales agent; senior passenger agent; senior ticket-sales agent

Supervises and coordinates activities of personnel engaged in selling tickets for scheduled airline flights in airline ticket office or terminal: Instructs and trains agents. Adjusts disputes between customers and agents. Prepares reports, such as volume of ticket sales and cash received. Maintains records on data, such as weight and location of passengers, cargo, and mail to ensure compliance with load specifications. Suggests travel itineraries for customers. May reserve space for passengers [RESERVATIONS AGENT (air trans.)] and sell tickets for scheduled flights [TICKET AGENT (any industry)]. Performs other duties as described under SUPERVISOR (clerical)

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Master Title.
GOE: 07.03.01 STRENGTH: L GED: R4 M3 L4 SVP: 6 DLU: 77

238.167-010 TRAVEL CLERK (government ser.)

Plans itinerary and schedules travel accommodations for military and civilian personnel and dependents according to travel orders, using knowledge of routes, types of carriers, and travel regulations: Verifies travel orders to ensure authorization. Studies routes and regulations and considers cost, availability, and convenience of different types of carriers to select most advantageous route and carrier. Notifies personnel of travel dates, baggage limits, and medical and visa requirements, and determines that all clearances have been obtained. Assists personnel in completing travel forms and other business transactions pertaining to travel. May deliver personnel files and travel orders to persons prior to departure. May meet and inform arriving personnel of available facilities and housing, and furnish other information. May arrange for motor transportation for arriving or departing personnel.
GOE: 07.05.01 STRENGTH: S GED: R4 M3 L4 SVP: 7 DLU: 77

238.167-014 TRAVEL COUNSELOR, AUTOMOBILE CLUB (nonprofit org.) alternate titles: touring counselor; traveling clerk

Plans trips for members of automobile club: Confers with member in person or by telephone to answer questions and explain services. Marks suitable roads and possible detours on road map, showing route from point of origin to destination and return. Indicates points of interest, restaurants, hotels or other housing accommodations, and emergency repair services available along route. Reserves hotel, motel, or resort accommodations by telephone, telegraph, or letter. Calculates mileage of marked route and estimates travel expenses. Informs patron of bus, ship, train, and plane connections. Consults hotel directories, road maps, circulars, timetables, and other sources to obtain current information. Provides members with guides, directories, brochures and maps. May plan trips for members in response to mail requests. May plan foreign trips and perform duties, such as arranging for automobile rental, purchase, and shipment, and be designated World-Travel Counselor (nonprofit org.). May review itineraries prepared by other travel counselors for factors such as accuracy, pricing, and date and timetable sequencing and be designated Travel-Ticketing Reviewer (nonprofit org.).
GOE: 07.05.01 STRENGTH: S GED: R4 M4 L3 SVP: 5 DLU: 77

238.362-014 RESERVATION CLERK (clerical) alternate titles: clerk, travel reservations; travel clerk

Obtains travel and hotel accommodations for guests and employees of industrial concern, issues tickets, types itineraries, and compiles reports of transactions: Obtains confirmation of travel and lodging space and rate information. Issues and validates airline tickets from stock or $T3teleticketer$T1 and obtains rail and bus tickets from carriers. Prepares passenger travel booklet containing tickets, copy of itinerary, written lodging confirmations, pertinent credit cards, and travel suggestions. Keeps current directory of hotels, motels, and timetables, and answers inquiries concerning routes, fares, and accommodations. Reviews routine invoices of transportation charges, and types and submits reports to company and to transportation agencies. Prepares and types claim forms for refunds and adjustments and reports of transactions processed.
GOE: 07.05.01 STRENGTH: S GED: R3 M3 L3 SVP: 5 DLU: 77

238.367-010 GATE AGENT (air trans.)

Assists passengers and checks flight tickets at entrance gate or station when boarding or disembarking airplane of commercial airline: Examines passenger tickets to ensure that passengers have correct flight or seat, or directs passengers to correct boarding area, using passenger manifest, seating chart, and flight schedules. Verifies names on passenger manifest or separates portions of passenger's ticket and stamps or marks ticket or issues boarding pass to authorize passenger to board airplane. Directs passengers to air-terminal facilities. Opens gate or allows passengers to board airplane. Assists elderly, disabled, or young passengers to board or depart from airplane, such as moving passengers in wheelchairs. May announce flight information, using public-address system. May post flight information on flight board.
GOE: 09.05.04 STRENGTH: L GED: R3 M2 L3 SVP: 4 DLU: 77

238.367-014 RESERVATION CLERK (r.r. trans.)

Receives requests for and assigns space on trains to passengers on railroad passenger trains. Accepts requests for space assignments and examines diagram charts of each car on train to verify available space on specified train. Informs STATION AGENTS (r.r. trans.) I or INFORMATION CLERKS (clerical) of available space. Marks blocks on diagram to indicate that space is reserved. Prepares Teletype requests to other interline carriers to complete passage. Informs STATION AGENTS (r.r. trans.) I and INFORMATION CLERKS (clerical) upon completion of booking arrangements. Informs RESERVATION CLERKS (r.r. trans.) at other cities and towns of space reserved or space remaining available.
GOE: 07.05.01 STRENGTH: S GED: R3 M2 L3 SVP: 3 DLU: 77

238.367-018 RESERVATIONS AGENT (air trans.) alternate titles: telephone-sales agent

Makes and confirms reservations for passengers on scheduled airline flights: Arranges reservations and routing for passengers at request of TICKET AGENT (any industry) 238.367-026 or customer, using timetables, airline manuals, reference guides, and tariff book. Types requested flight number on keyboard of on-line computer reservation system and scans screen to determine space availability. Telephones customer or TICKET AGENT (any industry) to advise of changes in flight plan or to cancel or confirm reservation. May maintain advance or current inventory of available passenger space on flights. May advise load control personnel and other stations of changes in passenger itinerary to control space and ensure utilization of seating capacity on flights.
GOE: 07.04.03 STRENGTH: S GED: R4 M3 L3 SVP: 4 DLU: 82

238.367-022 SPACE SCHEDULER (clerical) alternate titles: conference service coordinator

Compiles lists of individuals or groups requesting space for activities in business establishment or institution and schedules needed facilities: Receives requests from company officials, staff, students, and community groups requiring space for activities. Consults charts and records to determine space availability for dates and times requested. Determines suitability of space for requested activities, such as sales meetings, lectures, film screenings, musical programs, and laboratory work, and assigns conference rooms, lecture halls, and other facilities. Notifies program participants of location assigned. Maintains schedules and records of available space, space used, and cancellations. May requisition needed equipment, such as audiovisual aids, music stands, and additional seats. May arrange for cleaning of rooms after use.
GOE: 07.05.01 STRENGTH: S GED: R4 M2 L3 SVP: 4 DLU: 77

238.367-026 TICKET AGENT (any industry) alternate titles: passenger agent; passenger-booking clerk; reservation clerk; ticket clerk; ticket seller

Sells tickets for transportation agencies, such as airlines, bus companies (other than city buses), railroads (other than street railways), and steamship lines: Plans route and computes ticket cost, using schedules, rate books, and computer terminals. Ensures that cabins, seats, or space is available. Answers inquiries regarding airplane, train, bus, or boat schedules and accommodations. May check baggage and direct passenger to designated concourse, pier, or track for loading. May make public address announcements of arrivals and departures. May sell travel insurance.
GOE: 07.03.01 STRENGTH: L GED: R4 M3 L3 SVP: 5 DLU: 80

238.367-030 TRAVEL CLERK (hotel & rest.) alternate titles: transportation clerk

Provides travel information and arranges accommodations for tourists: Answers inquiries, offers suggestions, and provides descriptive literature pertaining to trips, excursions, sports events, concerts, and plays. Discusses routes, time schedules, rates, and types of accommodations with patrons to determine preferences and makes reservations. Verifies arrival and departure times, traces routes on maps, and arranges for baggage handling and other services requested by guests. May deliver tickets. May arrange for visas and other documents required by foreign travelers. May contact individuals and groups to inform them of package tours.
GOE: 07.04.04 STRENGTH: S GED: R3 M3 L3 SVP: 4 DLU: 77

238.367-034 SCHEDULER (museums) alternate titles: education department registrar; museum service scheduler

Makes reservations and accepts payment for group tours, classes, field trips, and other educational activities offered by museum, zoo, or similar establishment: Provides information regarding tours for school, civic, or other groups, suggests tours on institution calendar, and contacts group leaders prior to scheduled dates to confirm

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reservations. Provides information regarding classes, workshops, field trips, and other educational programs designed for such special groups as school or college students, teachers, or handicapped persons. Registers groups and individuals for participation in programs, enters registration information in department records, and contacts participants prior to program dates to confirm registration and provide preparatory information. Prepares lists of groups scheduled for tours and persons registered for other activities for use of DIRECTOR, EDUCATION (museums) 099.117-030 or other personnel. Collects and records receipts of fees for tours, classes, and other activities. Maintains records of participating groups, fees received, and other data related to educational programs for use in preparation of department reports. May take reservations and sell advance tickets to exhibits, concerts, and other events sponsored by institution, prepare periodic summaries of department activities for review by administrative personnel, or arrange for various support services to facilitate presentation of special activities.
GOE: 07.05.01 STRENGTH: S GED: R3 M3 L3 SVP: 3 DLU: 86

238.367-038 HOTEL CLERK (hotel & rest.) alternate titles: motel clerk; motor-lodge clerk

Performs any combination of following duties for guests of hotel or motel: Greets, registers, and assigns rooms to guests. Issues room key and escort instructions to BELLHOP (hotel & rest.) 324.677-010. Date stamps, sorts, and racks incoming mail and messages. Transmits and receives messages, using telephone or telephone switchboard. Answers inquiries pertaining to hotel services; registration of guests; and shopping, dining, entertainment, and travel directions. Keeps records of room availability and guests' accounts, manually or using computer. Computes bill, collects payment, and makes change for guests [CASHIER (clerical) I 211.362-010]. Makes and confirms reservations. May post charges, such as room, food, liquor, or telephone, to ledger, manually or using computer [BOOKKEEPER (clerical) 210.382-014]. May make restaurant, transportation, or entertainment reservation, and arrange for tours. May deposit guests' valuables in hotel safe or safe-deposit box. May order complimentary flowers or champagne for guests. May rent dock space at marina-hotel. May work on one floor and be designated Floor Clerk (hotel & rest.). May be known as Key Clerk (hotel & rest.); Reservation Clerk (hotel & rest.); Room Clerk (hotel & rest.) or according to specific area in which employed as Front Desk Clerk (hotel & rest.).
GOE: 07.04.03 STRENGTH: L GED: R3 M3 L3 SVP: 4 DLU: 81

239 INFORMATION AND MESSAGE DISTRIBUTION OCCUPATIONS, N.E.C.

This group includes occupations, not elsewhere classified, concerned with distribution of information and messages by direct personal or telephone contact.

239.132-010 SUPERVISOR, TELEPHONE CLERKS (tel. & tel.) alternate titles: telephone supervisor

Supervises and coordinates activities of TELEPHONE CLERKS, TELEGRAPH OFFICE (tel. & tel.) engaged in relaying telegraph and radio messages by telephone, performing duties as described under SUPERVISOR (clerical) Master Title.
GOE: 07.04.06 STRENGTH: L GED: R4 M2 L4 SVP: 5 DLU: 77

239.137-010 COMMERCIAL-INSTRUCTOR SUPERVISOR (tel. & tel.; utilities; waterworks)

Supervises and coordinates activities of CUSTOMER-SERVICE-REPRESENTATIVE INSTRUCTORS (tel. & tel.; utilities; waterworks): Confers with department managers to determine training needs. Determines training requirements and assists instructors in securing required training aids and scheduling classroom space. Assigns instructors to teach subjects, such as principles of supervision, customer interviewing techniques, account collection, and processing of service and repair orders. Monitors (audits) classes to determine effectiveness of instruction and suggests methods designed to improve training program. Performs duties as described under SUPERVISOR (clerical) Master Title. Maintains records and compiles reports of training activities as required.
GOE: 11.07.03 STRENGTH: S GED: R4 M3 L4 SVP: 8 DLU: 77

239.137-014 CUSTOMER SERVICE REPRESENTATIVE SUPERVISOR (radio-tv broad.; tel. & tel.; utilities; waterworks)

Supervises and coordinates activities of CUSTOMER SERVICE REPRESENTATIVES (radio-tv broad.; tel. & tel.; utilities; waterworks) 239.362-014 engaged in handling service orders and telephone complaints of customers: Monitors service calls [SERVICE OBSERVER (tel. & tel.) 239.367-026] to observe employee's demeanor, technical accuracy, and conformity to company policies. Recommends corrective services to adjust customer complaints. Answers questions about service. Keys information into computer to compile work volume statistics for accounting purposes and to keep records of customer service requests and complaints. Checks accounting ledger and order postings for errors. Performs other duties as described under SUPERVISOR (clerical) Master Title.
GOE: 07.04.01 STRENGTH: S GED: R4 M2 L3 SVP: 6 DLU: 88

239.137-018 ROUTE SUPERVISOR (tel. & tel.)

Supervises and coordinates activities of workers engaged in routing telegraph messages, such as CLERKS, ROUTE (tel. & tel.) and ROUTE AIDES (tel. & tel.), performing duties as described under SUPERVISOR (clerical) Master Title.
GOE: 07.05.04 STRENGTH: L GED: R4 M2 L3 SVP: 6 DLU: 77

239.137-022 SERVICE OBSERVER, CHIEF (tel. & tel.) alternate titles: monitor chief

Supervises and coordinates activities of group of SERVICE OBSERVERS (tel. & tel.) in telegraph office. Performs duties as described under SUPERVISOR (clerical) Master Title.
GOE: 07.04.05 STRENGTH: L GED: R4 M2 L4 SVP: 7 DLU: 77

239.137-026 SUPERVISOR, PUBLIC MESSAGE SERVICE (tel. & tel.) alternate titles: traffic controller, cable

Supervises and coordinates activities of workers involved in local distribution and transmission of international message traffic: Directs and controls movement of traffic. Examines messages before transmission for proper routing and censorship marks and determines that no international regulations have been violated. Performs other duties as described under SUPERVISOR (clerical) Master Title.
GOE: 07.05.04 STRENGTH: S GED: R4 M3 L4 SVP: 7 DLU: 77

239.167-010 COMMUNICATIONS COORDINATOR (medical ser.)

Coordinates telephone communications services in hospital: Confers with administrative personnel to determine hospital requirements for communications equipment, such as switchboards, public-address paging systems, and extension telephones. Determines equipment to be installed, based on anticipated volume of calls, and knowledge of available equipment. Writes instruction and procedure manuals for switchboard operation and training, applying knowledge of hospital procedures, departmental functions, and equipment. Determines methods of improving telephone service from discussions with supervisory personnel, observation of switchboard operations, and analysis of service complaints. Arranges with telephone company personnel for special training of workers, as necessary. May estimate telephone services costs for use in preparing hospital budget. May prepare records and reports for management, concerning telephone services.
GOE: 05.03.05 STRENGTH: S GED: R4 M3 L3 SVP: 7 DLU: 77

239.167-014 DISPATCHER (tel. & tel.) alternate titles: cable dispatcher

Establishes and reroutes telegraph and submarine cable circuits to ensure flow of messages: Orders irregular routing of telegrams to prevent congestion or wire shortage. Receives reports of delays in transmission of messages, and issues orders to facilitate transmission. Directs flow of messages during emergencies, such as storms, floods, and fires.
GOE: 07.04.05 STRENGTH: S GED: R4 M3 L4 SVP: 7 DLU: 77

239.227-010 CUSTOMER-SERVICE-REPRESENTATIVE INSTRUCTOR (tel. & tel.; utilities; waterworks)

Conducts classroom and on-the-job training for CUSTOMER-SERVICE REPRESENTATIVES (tel. & tel.; utilities; waterworks): Instructs employees on company policies, systems, and routines for handling customer service requests, following prescribed training program. Explains service forms and company procedures, using training aids,

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such as tape recorder, motion picture films, and slides. Listens to or takes recordings of trainees handling customer service calls to detect errors. Discusses errors and problems to improve techniques in handling calls.
GOE: 07.04.02 STRENGTH: S GED: R4 M2 L3 SVP: 6 DLU: 77

239.267-010 PLACER (insurance)

Advises clients of broker (independent agent) in selecting casualty, life, or property insurance: Discusses advantages and disadvantages of various policies to help client make choice. Selects company that offers type of coverage requested by client to underwrite policy. Contacts underwriter and submits forms to obtain binder coverage. Contacts company to determine if policy was issued or rejected.
GOE: 08.01.02 STRENGTH: S GED: R4 M3 L4 SVP: 5 DLU: 77

239.362-010 TELEPHONE CLERK, TELEGRAPH OFFICE (tel. & tel.) alternate titles: clerk-operator

Relays telegraph and radio messages by telephone: Calls addressee, using telephone directories and card indexes to locate telephone number. Reads message and spells misunderstood words, using phonetic alphabet. Solicits reply to promote sale of services. Records message to be sent, using pen, pencil, or typewriter. Suggests rewording, if necessary, for clarity and conciseness. Quotes rates, explains classifications, and reads sample messages to aid customer in preparing message. Counts message units, reads rates in rate book, and records rate on customer bill. May operate telephone switchboard equipment.
GOE: 07.04.05 STRENGTH: S GED: R3 M2 L3 SVP: 3 DLU: 77

239.362-014 CUSTOMER SERVICE REPRESENTATIVE (radio-tv broad.; tel. & tel.; utilities; waterworks) alternate titles: adjustment clerk; application clerk; order clerk; outside contact clerk; service representative

Interviews applicants and records interview information into computer for water, gas, electric, telephone, or cable television system service: Talks with customers by phone or in person and receives orders for installation, turn-on, discontinuance, or change in service. Fills out contract forms, determines charges for service requested, collects deposits, prepares change of address records, and issues discontinuance orders, using computer. May solicit sale of new or additional services. May adjust complaints concerning billing or service rendered, referring complaints of service failures, such as low voltage or low pressure, to designated departments for investigation. May visit customers at their place of residence to investigate conditions preventing completion of service-connection orders and to obtain contract and deposit when service is being used without contract. May discuss cable television equipment operation with customer over telephone to explain equipment usage and to troubleshoot equipment problems.
GOE: 07.04.01 STRENGTH: S GED: R3 M2 L3 SVP: 5 DLU: 88

239.367-014 DISPATCHER, MAINTENANCE SERVICE (clerical) alternate titles: dispatcher; maintenance clerk

Receives telephone and written orders from plant departments for maintenance service, such as repair work, machine adjustments, and renewals or installation of other plant property, and relays requests to appropriate maintenance division. Keeps record of requests and services rendered. Requisitions supplies for maintenance and clerical workers.
GOE: 07.04.05 STRENGTH: S GED: R3 M2 L3 SVP: 3 DLU: 77

239.367-018 MAIL-DISTRIBUTION-SCHEME EXAMINER (government ser.) alternate titles: scheme examiner

Devises and conducts tests that indicate knowledge of postal clerks concerning city, state, and regional addresses and tests skill in placing mail into designated boxes. Conducts and scores tests and forwards results to personnel department. Instructs postal clerks on distribution scheme requirements. Reviews and revises distribution schemes.
GOE: 07.01.07 STRENGTH: S GED: R4 M2 L4 SVP: 5 DLU: 77

239.367-022 RECEIVER-DISPATCHER (nonprofit org.) alternate titles: service aide

Receives and records requests for emergency road service from automobile club members, and dispatches tow truck or service truck to stranded vehicle: Answers telephone and obtains and records on road service card such information as name of club member, location of disabled vehicle, and nature of vehicle malfunction. Routes card to dispatch station, or relays information to service station or tow truck in motorist's vicinity, using telephone or two-way radio. May locate site of stranded vehicle, using maps. May maintain file of road service cards.
GOE: 07.04.05 STRENGTH: L GED: R3 M2 L3 SVP: 4 DLU: 77

239.367-026 SERVICE OBSERVER (tel. & tel.) alternate titles: monitor; observer

Monitors telephone conversations or telegraph messages between operators, business office employees, and subscribers to observe employees' demeanor, technical accuracy, and conformity to company policies. Plugs headphones into switchboard, listens to conversations, and records errors. Submits lists of errors to supervisors for remedial action.
GOE: 07.04.05 STRENGTH: L GED: R4 M2 L4 SVP: 4 DLU: 77

239.367-030 DISPATCHER, STREET DEPARTMENT (government ser.)

Receives and records public requests for street maintenance services, and relays work orders to maintenance crews, using telephone and two-way radio: Receives telephone requests from public for services, such as street repair, repair of traffic signals, erection of traffic barricades, and snow removal. Relays work orders, messages, and information to or from work crews, supervisors, and field inspectors. Answers routine questions from public and directs requests for other information to designated personnel. Maintains daily log of work orders, messages, or reports received and relayed.
GOE: 07.04.05 STRENGTH: S GED: R3 M1 L2 SVP: 3 DLU: 86

239.367-034 UTILITY CLERK (utilities)

Responds to telephone requests for information concerning location of underground utility distribution lines: Informs construction contractors and others excavating near company installations of buried line locations to prevent safety hazards and damage to company equipment, utilizing plat and distribution line maps. Updates maps to indicate extensions and revisions of utility distribution lines within specified jurisdiction. May relay telephone reports of gas emergencies to specified personnel [GAS-DISTRIBUTION-AND-EMERGENCY CLERK (utilities) 249.367-042] or radio customer service requests to mobile service crews, using two-way radio. May issue tools and parts used by company work crews [STOCK CLERK (clerical) 222.387-058].
GOE: 07.04.05 STRENGTH: L GED: R4 M3 L3 SVP: 5 DLU: 86

239.382-010 WIRE-PHOTO OPERATOR, NEWS (print. & pub.) alternate titles: telephoto operator

Operates news wirephoto machine to transmit syndicated news photographs over telecommunication wires to newspapers and magazines: Inserts developed photographic print in camera chamber equipped with electric eye which scans and transmits photographs over transcontinental telephone or telegraph wires. Adjusts controls to coordinate machine processes involving detecting, screening, and converting photographic highlights and shadows into sound signals for wire transmission. May operate machine to receive news photographs. May develop film and print positives.
GOE: 05.10.05 STRENGTH: S GED: R4 M2 L3 SVP: 5 DLU: 77

239.567-010 OFFICE HELPER (clerical)

Performs any combination of following duties in business office of commercial or industrial establishment: Furnishes workers with clerical supplies. Opens, sorts, and distributes incoming mail, and collects, seals, and stamps outgoing mail. Delivers oral or written messages. Collects and distributes paperwork, such as records or timecards, from one department to another. Marks, tabulates, and files articles and records. May use office equipment, such as envelope-sealing machine, letter opener,

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record shaver, stamping machine, and transcribing machine. May deliver items to other business establishments [DELIVERER, OUTSIDE (clerical) 230.663-010]. May specialize in delivering mail, messages, documents, and packages between departments of establishment and be designated Messenger, Office (clerical). May deliver stock certificates and bonds within and between stock brokerage offices and be designated Runner (financial).
GOE: 07.07.03 STRENGTH: L GED: R2 M2 L2 SVP: 2 DLU: 81

239.677-010 MESSENGER, COPY (print. & pub.) alternate titles: proof runner

Delivers and illustration material to and from advertisers and other outside agencies and within office. May read competitors' publications, clip items or stories not printed in own publication, and submit clippings to editor.
GOE: 07.07.02 STRENGTH: L GED: R2 M1 L2 SVP: 2 DLU: 77

239.687-010 ROUTE AIDE (tel. & tel.)

Delivers messages to and from conveyor belts, terminals, tube locations, and other transmitting points within telegraph office. May microfilm copies of telegrams, using automatic microfilming equipment. May search for and retrieve messages stuck in equipment between transmitting points.
GOE: 07.07.02 STRENGTH: L GED: R2 M1 L2 SVP: 2 DLU: 77

239.687-014 TUBE OPERATOR (clerical) alternate titles: pneumatic-tube operator; tube clerk; tube dispatcher; tube-station attendant

Receives and routes messages through pneumatic-tube system: Opens incoming pneumatic-tube carriers containing items, such as mail correspondence, bills, and receipts. Reads and sorts items according to department. Inserts items into carriers, and carriers into tube system, and routes to specified locations.
GOE: 07.07.02 STRENGTH: S GED: R2 M1 L2 SVP: 2 DLU: 77

24 MISCELLANEOUS CLERICAL OCCUPATIONS

This division includes miscellaneous occupations concerned with clerical work.

241 INVESTIGATORS, ADJUSTERS, AND RELATED OCCUPATIONS

This group includes occupations concerned with investigating and making determinations pertaining to such matters as the eligibility or qualifications of applicants for insurance, credit, or employment; adjustment of insurance claims; and resolution of customer complaints. This group also includes occupations concerned with activities, such as locating persons and arranging for payment of debts and repossessing merchandise. Occupations concerned with interviewing persons and taking applications, registrations, or public opinion surveys without making determinations regarding information elicited are found in Group 205.

241.137-010 SUPERVISOR, CREDIT AND LOAN COLLECTIONS (clerical)

Supervises and coordinates activities of workers engaged in collecting overdue payments for charge accounts, credit card accounts, or loans from customers of banks, loan companies, department stores, oil companies, or other credit-card-issuing companies: Reviews delinquent account records to determine which customers must be contacted for collection of overdue accounts. Organizes collection work load according to degree and amount of delinquency and assigns accounts to workers for collection. Writes letters or approves form letters for use in collection attempts. Recommends telephone techniques used by COLLECTOR (clerical) 241.367-010. Verifies accuracy of accounts, using calculator and computer. Authorizes or refers accounts to manager for repossession and legal actions against debtors. May assist subordinates with collection activities in difficult cases. May supervise and coordinate activities of clerical workers in related activities. Performs duties as described under SUPERVISOR (clerical) Master Title.
GOE: 07.04.02 STRENGTH: S GED: R4 M3 L4 SVP: 7 DLU: 89

241.137-014 SUPERVISOR, CUSTOMER-COMPLAINT SERVICE (clerical)

Supervises and coordinates activities of workers engaged in resolving customer problems and complaints concerning matters, such as merchandise, service, and billing: Reviews customer-complaint correspondence, notes any suggestions, and assigns complaint to CUSTOMER-COMPLAINT CLERK (clerical) 241.367-014 for action. Advises subordinates on handling difficult customer complaints, or may handle complaint personally. Confers with other supervisory or managerial personnel to recommend changes in order to avoid recurring customer complaints. May explain to customer by telephone or letter action taken on complaint. May follow up with customer to see that complaint was satisfactorily resolved. May be designated according to type of problem as Supervisor, Lost and Found (air trans.; motor trans.). Performs other duties as described under SUPERVISOR (clerical) Master Title.
GOE: 07.04.02 STRENGTH: S GED: R4 M3 L4 SVP: 6 DLU: 88

241.137-018 SUPERVISOR, CLAIMS (insurance) alternate titles: claims administrator

Supervises and coordinates activities of workers engaged in examining insurance claims for payment in claims division of insurance company: Analyzes and approves insurance and matured endowment claims. Conducts personal interviews with policy owners and beneficiaries to explain procedure for filing claims. Submits statement of claim liabilities to actuarial department for review. Informs departmental supervisors on claims status. Evaluates job performance of subordinates. Performs duties described under SUPERVISOR (clerical) Master Title.
GOE: 11.12.01 STRENGTH: S GED: R4 M3 L4 SVP: 7 DLU: 86

241.217-010 CLAIM ADJUSTER (business ser.; insurance) alternate titles: insurance adjustor; insurance-claim representative; insurance investigator

Investigates claims against insurance or other companies for personal, casualty, or property loss or damages and attempts to effect out-of-court settlement with claimant: Examines claim form and other records to determine insurance coverage. Interviews, telephones, or corresponds with claimant and witnesses; consults police and hospital records; and inspects property damage to determine extent of company's liability, varying method of investigation according to type of insurance. Prepares report of findings and negotiates settlement with claimant. Recommends litigation by legal department when settlement cannot be negotiated. May attend litigation hearings. May be designated according to type of claim adjusted as Automobile-Insurance-Claim Adjuster (business ser.; insurance); Casualty-Insurance-Claim Adjuster (clerical); Fidelity-And-Surety-Bonds-Claim Adjuster (business ser.; insurance); Fire-Insurance-Claim Adjuster (business ser.; insurance); Marine-Insurance-Claim Adjuster (business ser.; insurance); Property-Loss-Insurance-Claim Adjuster (clerical).
GOE: 11.12.01 STRENGTH: L GED: R5 M3 L5 SVP: 6 DLU: 77

241.267-010 AGENT-CONTRACT CLERK (insurance) alternate titles: contract administrator

Evaluates character and ability of prospective agents, and approves their contracts to sell insurance for company: Reviews prospect's application for employment, inspection report, and recommendations to evaluate applicant's character and qualifications. Approves contract if applicant meets company requirements. Corresponds with agency to explain rejection of prospect. Sends application and fee for license to licensing agency. Notifies licensing agency of agent's contract termination. May prepare bulletins to inform insurance agency personnel of revisions in company practices and procedures.
GOE: 07.01.05 STRENGTH: S GED: R5 M1 L4 SVP: 5 DLU: 77

241.267-014 APPRAISER, AUTOMOBILE DAMAGE (business ser.; insurance) alternate titles: automobile-damage appraiser; estimator, automobile damage

Appraises automobile or other vehicle damage to determine cost of repair for insurance claim settlement and attempts to secure agreement with automobile repair shop on cost of repair: Examines damaged vehicle to determine extent of structural, body, mechanical, electrical, or interior damage. Estimates cost of labor and parts to repair or replace each item of damage, using standard automotive labor and parts cost manuals and knowledge of automotive repair. Determines salvage value on total-loss vehicle. Evaluates practicality of repair as opposed to payment of market value of vehicle before accident. Prepares insurance forms to indicate repair-cost estimates and recommendations. Reviews repair-cost estimates with automobile-repair shop to secure agreement on cost of repairs. Occasionally arranges to have damage appraised by

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another appraiser to resolve disagreement with repair shop on repair cost.
GOE: 11.12.01 STRENGTH: L GED: R4 M2 L4 SVP: 7 DLU: 77

241.267-018 CLAIM EXAMINER (business ser.; insurance) alternate titles: insurance-claim approver; insurance-claim auditor

Analyzes insurance claims to determine extent of insurance carrier's liability and settles claims with claimants in accordance with policy provisions: Compares data on claim application, death certificate, or physician's statement with policy file and other company records to ascertain completeness and validity of claim. Corresponds with agents and claimants or interviews them in person to correct errors or omissions on claim forms, and to investigate questionable entries. Pays claimant amount due. Refers most questionable claims to INVESTIGATOR (clerical) or to CLAIM ADJUSTER (business ser.; insurance) for investigation and settlement. May investigate claims in field. May be designated according to type of claim handled as Accident-And-Health-Insurance-Claim Examiner (insurance); Automobile-Insurance-Claim Examiner (business ser.; insurance); Death-Claim Examiner (insurance); Disability-Insurance-Claim Examiner (insurance); Fire-Insurance-Claim Examiner (business ser.; insurance); Marine-Insurance-Claim Examiner (business ser.; insurance).
GOE: 11.12.01 STRENGTH: S GED: R4 M3 L4 SVP: 7 DLU: 77

241.267-022 CREDIT ANALYST (clerical)

Analyzes paying habits of customers who are delinquent in payment of bills and recommends action: Reviews files to select delinquent accounts for collection efforts. Evaluates customer records and recommends that account be closed, credit limit reduced or extended, or collection attempted, based on earnings and savings data, payment history, and purchase activity of customer. Confers with representatives of credit associations and other businesses to exchange information concerning credit ratings and forwarding addresses. Interviews customers in person or by telephone to investigate complaints, verify accuracy of charges, or to correct errors in accounts [BILL ADJUSTER (clerical)].
GOE: 07.01.04 STRENGTH: S GED: R4 M3 L4 SVP: 7 DLU: 77

241.267-026 DEPOSIT CLERK (utilities)

Interviews commercial or industrial applicants for gas or electric-power service to determine amount of cash deposit required as guaranty against loss and to approve refund or waiver of deposits: Studies service rates to estimate applicants' service bill, considering such factors as type of business, previous bills at same address, and estimates of load from reports by contractors or information obtained regarding motor sizes, capacities and hours of operation. Investigates credit standing [CREDIT CLERK (clerical)] and approves or disapproves requests. Investigates credit standing of persons given as guarantors. Approves refunds on checks made out in excess of payment and requests for allowance of discounts on bills. Receives cash deposits and issue receipts.
GOE: 07.01.04 STRENGTH: S GED: R4 M3 L4 SVP: 6 DLU: 77

241.267-030 INVESTIGATOR (clerical)

Investigates persons or business establishments applying for credit, employment, insurance, loans, or settlement of claims: Contacts former employers, neighbors, trade associations, and others by telephone or in person, to verify employment record and to obtain health history and history of moral and social behavior. Examines city directories and public records to verify residence history, convictions and arrests, property ownership, bankruptcies, liens, and unpaid taxes of applicant. Obtains credit rating from banks and credit services. Analyzes information gathered by investigation and prepares reports of findings and recommendations, using typewriter or computer. May interview applicant on telephone or in person to obtain other financial and personal data to complete report. May be designated according to type of investigation as Credit Reporter (business ser.); Insurance Application Investigator (insurance).
GOE: 11.06.03 STRENGTH: S GED: R4 M3 L4 SVP: 5 DLU: 81

241.267-034 INVESTIGATOR, UTILITY-BILL COMPLAINTS (utilities) alternate titles: customer-service representative

Investigates customers' bill complaints for gas and electric-power service: Examines weather reports for weather conditions during billing period that might have contributed to increased use of service. Examines meter reading schedules to determine if early readings increased billing period. Reviews meter books, microfilm, computer printouts, and machine accounting records for errors causing high bill. Orders tests to detect meter malfunctions. Confers with customer in person, by telephone, or dictates correspondence to explain reasons for high bill. Prepares forms required for correction of meter reading or billing errors.
GOE: 07.05.02 STRENGTH: L GED: R4 M4 L4 SVP: 6 DLU: 77

241.357-010 COLLECTION CLERK (clerical) alternate titles: delinquent-account clerk; past-due-accounts clerk

Notifies or locates customers with delinquent accounts and attempts to secure payment, using postal services, telephone, or personal visit: Mails form letters to customers to encourage payment of delinquent accounts. Confers with customer by telephone in attempt to determine reason for overdue payment, reviewing terms of sales, service, or credit contract with customer. Notifies credit department if customer fails to respond. Contacts delinquent account customers in person [COLLECTOR (clerical) 241.367-010]. Records information about financial status of customer and status of collection efforts. May order repossession or service disconnection, or turn over account to attorney. May sort and file correspondence. May receive payments and post amount paid to customer account. May grant extensions of credit. May use automated telephone dialing system to contact customers and computer to record customer account information. May void sales tickets for unclaimed c.o.d. and lay-away merchandise. May trace customer to new address by inquiring at post office or by questioning neighbors [SKIP TRACER (clerical) 241.367-026]. May attempt to repossess merchandise, such as automobile, furniture, and appliances when customer fails to make payment [REPOSSESSOR (clerical) 241.367-022]. May be designated according to type of establishment as Bank-Credit-Card-Collection Clerk (financial); Department-Store-Collection Clerk (retail trade); Hospital Collection Clerk (medical ser.); Utility-Bill-Collection Clerk (clerical).
GOE: 07.04.02 STRENGTH: S GED: R4 M3 L4 SVP: 5 DLU: 88

241.362-010 CLAIMS CLERK I (insurance)

Reviews insurance-claim forms for completeness; secures and adds missing data; and transmits claims for payment or further investigation: Reviews insurance-claim forms and related documents for completeness; calls or writes insured or other involved persons for missing information; and posts or attaches information to claim file. Reviews insurance policy to determine coverage. Calculates amount of claim, using desk calculator. Transmits routine claims for payment or advises claims supervisor if further investigation is indicated.
GOE: 07.05.02 STRENGTH: S GED: R4 M3 L3 SVP: 4 DLU: 77

241.367-010 COLLECTOR (clerical) alternate titles: bill collector; collection agent; outside collector

Locates customers to collect installments or overdue accounts, damage claims, or nonpayable checks: Visits or phones customer and attempts to persuade customer to pay amount due or arranges for payment at later date. Questions neighbors and postal workers at post office to determine new address of customers. May have service discontinued or merchandise repossessed. Keeps record of collections and status of accounts. May deliver bills. May sell insurance or other service. May be designated according to type of collection as Claims Collector (clerical); Insurance Collector (insurance); Utility-Bill Collector (clerical).
GOE: 07.03.01 STRENGTH: L GED: R3 M3 L3 SVP: 4 DLU: 81

241.367-014 CUSTOMER-COMPLAINT CLERK (clerical) alternate titles: adjustment clerk; consumer-relations-complaint clerk

Investigates customer complaints about merchandise, service, billing, or credit rating: Examines records, such as bills, computer printouts, microfilm, meter readings, bills of lading, and related documents and correspondence, and converses or corresponds with customer and other company personnel, such as billing, credit, sales, service, or shipping, to obtain facts regarding customer complaint. Examines pertinent information to determine accuracy of customer complaint and to determine responsibility for errors. Notifies customer and designated personnel of findings, adjustments, and recommendations, such as exchange of merchandise, refund of money, credit of customer's account, or adjustment of customer's bill. May recommend to management improvements in product, packaging, shipping methods, service, or billing methods and procedures to prevent future complaints of similar nature. May examine merchandise to determine accuracy of complaint. May follow up on recommended adjustments to ensure customer satisfaction. May key information into computer to obtain computerized records. May trace missing merchandise and be designated Tracer Clerk (clerical). May investigate overdue and damaged shipments or shortages in shipments for common carrier and be designated Over-Short-And-Damage Clerk (clerical). May be designated according to type of complaint adjusted as Bill Adjuster (clerical); Merchandise-Adjustment Clerk (retail trade); Service Investigator (utilities;

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GOE: 07.05.02 STRENGTH: S GED: R4 M3 L4 SVP: 5 DLU: 89

241.367-018 LOAN INTERVIEWER, MORTGAGE (financial) alternate titles: loan officer

Interviews applicants applying for mortgage loans: Interviews loan applicants to document income, debt, and credit history. Requests documents, such as income tax return, bank account number, purchase agreement, and property description, for verification. Determines if applicant meets establishment standards for further consideration, following manual and using calculator. Informs applicant of closing costs, such as appraisal, credit report, and notary fees. Answers applicant's questions and asks for signature on information authorization forms. Submits application forms to MORTGAGE LOAN PROCESSOR (financial) 249.362-022 for verification of application information. Calls applicant or other persons to resolve discrepancies, such as credit report showing late payment history. Informs applicant of loan denial or acceptance. May visit establishments, such as branch banks, credit unions, real estate brokers, and builders, to promote mortgage service. May work on commission basis.
GOE: 07.04.01 STRENGTH: S GED: R4 M3 L3 SVP: 6 DLU: 89

241.367-022 REPOSSESSOR (clerical)

Locates debtors and solicits payment for delinquent accounts and removes merchandise for nonpayment of account. May initiate repossession proceedings. May drive truck to return merchandise to creditor. May locate, enter, and start vehicle being repossessed, using special tools, if key cannot be obtained from debtor, and return vehicle to creditor. May be designated according to merchandise repossessed as Automobile Repossessor (clerical).
GOE: 04.02.03 STRENGTH: M GED: R3 M2 L2 SVP: 3 DLU: 77

241.367-026 SKIP TRACER (clerical) alternate titles: debtor; tracer

Traces skips (debtors who change residence without notifying creditors to evade payment of bills) for creditors or other concerned parties: Searches city and telephone directories, and street listings, and inquires at post office. Interviews, telephones, or writes former neighbors, stores, friends, relatives, and former employers to elicit information pertaining to whereabouts of skips. Follows up each lead and prepares report of investigation to creditor. May trace individuals for purposes of serving legal papers. May contact debtors by mail or phone to attempt collection of money owed [COLLECTION CLERK (clerical)].
GOE: 07.04.01 STRENGTH: S GED: R4 M2 L4 SVP: 4 DLU: 77

241.367-030 THROW-OUT CLERK (retail trade) alternate titles: charge-account identification clerk

Processes records of department-store transactions which cannot be applied to customer's account by routine procedures in order that charges, cash payments, and refunds may be recorded, collected, or credited: Reviews and talks to sales-audit, charge-account-authorization, and collection personnel to identify missing information or compare signatures on sales or credit slips. Telephones or writes to customers for additional information. Corrects or adds information to customer accounts as necessary. Mails dunning correspondence to customers in arrears on their charge accounts [COLLECTION CLERK (clerical)].
GOE: 07.05.02 STRENGTH: S GED: R3 M3 L3 SVP: 4 DLU: 77

241.367-034 TIRE ADJUSTER (retail trade)

Examines defective tires and tubes returned by customers to determine allowance due on replacement: Visually and tactually examines tire to determine if defect resulted from faulty construction or curing. Measures tread depth, using tread depth gauge, to determine remaining tire life. Prorates allowances based on tread wear, warranty provisions, and knowledge of tire characteristics. Explains basis for allowance to customer, sales representative, or distributor. May train new workers.
GOE: 05.09.01 STRENGTH: M GED: R3 M3 L2 SVP: 3 DLU: 77

241.367-038 INVESTIGATOR, DEALER ACCOUNTS (financial) alternate titles: floor plan adjuster

Visits dealers to verify purchases financed by bank against physical inventory of merchandise: Reviews computer printouts listing customer names, addresses, and descriptions of merchandise financed through bank credit and chattel mortgage accounts to plan itinerary of unannounced visits to dealer premises. Explains purpose of visit and locates merchandise in areas, such as showroom, storage room, or car lot. Observes features of merchandise, such as size, color, model, and serial number, to verify item against computer printout. Examines records and questions dealer to determine disposition of items missing from inventory and to elicit information on dealer arrangement for payment to bank for merchandise sold. Records findings on printout and notifies supervisor of unusual findings.
GOE: 07.05.02 STRENGTH: L GED: R4 M3 L4 SVP: 2 DLU: 89

241.367-042 PROPERTY-ASSESSMENT MONITOR (government ser.)

Gathers property assessment data at owner premises, verifies data against previously recorded data, and records discrepancies: Visits property, observes premises, and confers with owner to collect and verify property assessment data, using data cards (property assessment records) as guides. Measures and records size of land boundaries and house, using tape measure. Records type of exterior coverings and physical condition of exterior and interior of house. Counts and records number of bathrooms, stoves, and fireplaces. Verifies findings against recorded data and notes discrepancies. Occasionally attends town meetings to answer taxpayer questions regarding use of information contained on data cards.
GOE: 07.05.02 STRENGTH: L GED: R4 M4 L4 SVP: 3 DLU: 86

241.387-010 CLAIMS CLERK (auto. mfg.)

Examines and processes automotive warranty claims from dealers requesting reimbursement for defective parts, using computerized records system. Reviews claims for completeness, and determines if expenses comply with established policies. Completes reports for further action or returns incomplete claims to dealers for additional data.
GOE: 07.05.02 STRENGTH: S GED: R4 M3 L3 SVP: 4 DLU: 90

243 GOVERNMENT SERVICE CLERKS, N.E.C.

This group includes occupations, not elsewhere classified, concerned with performing clerical duties for federal, state, county, city, or town governments.

243.137-010 SUPERVISOR, MAILS (government ser.) alternate titles: post-office supervisor

Supervises and coordinates activities of workers processing mail in post office. Keeps records of processed mail, mail in process, and changes in worker assignments. May analyze and recommend changes in distribution schemes. Performs other duties as described under SUPERVISOR (clerical) Master Title.
GOE: 07.05.04 STRENGTH: L GED: R4 M2 L3 SVP: 6 DLU: 77

243.362-010 COURT CLERK (government ser.)

Performs clerical duties in court of law: Prepares docket or calendar of cases to be called, using typewriter. Examines legal documents submitted to court for adherence to law or court procedures, prepares case folders, and posts, files, or routes documents. Explains procedures or forms to parties in case. Secures information for judges, and contacts witnesses, attorneys, and litigants to obtain information for court, and instructs parties when to appear in court. Notifies district attorney's office of cases prosecuted by district attorney. Administers oath to witnesses. Records minutes of court proceedings, using stenotype machine or shorthand, and transcribes testimony, using typewriter. Records case disposition, court orders, and arrangement for payment of court fees. Collects court fees or fines and records amounts collected.
GOE: 07.01.02 STRENGTH: S GED: R4 M2 L4 SVP: 6 DLU: 77

243.362-014 POLICE AIDE (government ser.)

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Performs any combination of following tasks in police department to relieve police officers of clerical duties: Types and files police forms, such as accident reports, arrest records, evidence cards, and attendance records and schedules. Posts information to police records, manually or using typewriter or computer. Gives information to public, over phone or in person, concerning arrests, missing persons, or other police related business. Operates telephone system to take or relay information. Receives and records physical evidence recovered from crime scenes by police officers.
GOE: 07.04.05 STRENGTH: S GED: R3 M2 L3 SVP: 3 DLU: 79

243.367-010 MAIL CENSOR (government ser.)

Opens and inspects incoming and outgoing correspondence and packages to ensure compliance with prison security rules: Reads incoming and outgoing correspondence (with permission of appropriate jurisdiction) of prisoners with adjustment problems or suspected of forbidden activities, such as planning escapes or attempting to contact confederates outside prison. Removes money mailed to prisoners, prepares receipt, and forwards to security office for safekeeping. Impounds contraband articles, such as weapons and drugs, and notifies proper authorities of rules violations. Returns to sender, articles prisoners are forbidden to possess. May evaluate content of incoming correspondence, conferring with psychiatric staff to protect inmate against information considered injurious to prisoner's emotional welfare or adjustment.
GOE: 07.05.02 STRENGTH: S GED: R4 M2 L3 SVP: 5 DLU: 77

243.367-014 POST-OFFICE CLERK (government ser.) alternate titles: postal clerk

Performs any combination of following tasks in post office: Sells postage stamps, postal cards, and stamped envelopes. Issues money orders. Registers and insures mail and computes mailing costs of letters and parcels. Places mail into pigeonholes of mail rack, or into bags, according to state, address, name of person, organization, or other scheme. Examines mail for correct postage and cancels mail, using rubber stamp or canceling machine. Weighs parcels and letters on scale and computes mailing cost based on weight and destination. Records daily transactions. Receives complaints concerning mail delivery, mail theft, and lost mail, completes and routes appropriate forms for investigation. Answers questions pertaining to mail regulations or procedures. Posts circulars on bulletin board for public information; distributes public announcements; and assists public in complying with other federal agency requirements, such as registration of aliens. May drive motorcycle or light truck to deliver special delivery letters. May be employed in remote retail store contracted by post office to provide postal services and be designated Contract-Post-Office Clerk (retail trade).
GOE: 07.03.01 STRENGTH: L GED: R3 M3 L3 SVP: 4 DLU: 77

243.367-018 TOWN CLERK (government ser.)

Performs variety of clerical and administrative duties required by municipal government: Prepares agendas and bylaws for town council; records minutes of council meetings; answers official correspondence; keeps fiscal records and accounts; and prepares reports on civic needs.
GOE: 07.01.02 STRENGTH: S GED: R4 M4 L3 SVP: 5 DLU: 77

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