

COUNTER CLERK – HEATING, VENTILATING & AIR CONDITIONING SUPPLIES

APPENDIX A

O*NET CODE 41-2021.00

This training outline is a minimum standard for Work Processes and Related Instruction. Changes in technology and regulations may result in the need for additional on-the-job or classroom training.

WORK PROCESSES

	Approximate Hours
A. Orientation	8
Introduction to company products, policies, benefits, procedures and training program.	
B. Counter Work	992
1. Sales of parts and equipment	
2. Preparation of cash sales tickets	
3. Preparation of chargeable tickets	
4. Pricing, including discount structures	
5. Use of office machines, including computer	
6. Handling of refunds and credit applications	
7. Procedures for receiving and re-entering returned goods	
8. Dealing with contractors	
9. Telephone sales and techniques	
10. Maintenance of showroom display – organize and maintain in proper condition	
11. Sales techniques with showroom customers	
C. Catalog Work	300
1. Knowledge of operation	
2. Substitution and modification procedures	
3. Catalog numbering	
4. Types of equipment and their classification	
5. Trade terminology	
D. Inventory and Storage	500

1. Procedures for receipts, adjustments and transfers of stock
2. Physical count verification
3. Proper storage of materials
4. Computerized methods of stock control
5. Refitting warehouse storage to changing stock requirements
6. Stock rotation
7. Warranty handling with attendant record keeping

E. Stock Receiving **200**

1. Verify amount and number of shipment
2. Checking against packing slip
3. Physical count procedures
4. Storage of shipment received
5. Use of mechanical stock handling equipment

F. Order Filling **200**

1. Filling of customer's order
2. Necessary substitutions
3. Packing order
4. Storage for pickup by common carrier – subclassified by United Parcel or truck
5. Customer notification
6. Arrangement for customer pick-up

G. Customer Receipt of Materials **200**

1. Selection of proper routing for shipment
2. Procedures for handling improperly filled orders

H. Technical **1,600**

1. Basic understanding of fundamentals of heat loss
2. Basic understanding of fundamentals of hydronic piping design
3. Basic understanding of warm air duct design
4. Basic understanding of combustion process (oil & gas)
5. Knowledge of combustion instruments and their application
6. Beginning electrical concepts as related to control applications (oil & gas systems)

7. Control troubleshooting
8. Knowledge of component testing procedures
9. Fuel tank supply piping – gravity systems, lift systems and booster systems
10. Basic sheet metal construction

Approximate Total Hours 4,000

Apprenticeship work processes are applicable only to training curricula for apprentices in approved programs. Apprenticeship work processes have no impact on classification determinations under Article 8 or 9 of the Labor Law. For guidance regarding classification for purposes of Article 8 or 9 of the Labor Law, please refer to <https://dol.ny.gov/public-work-and-prevailing-wage>

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APPENDIX B

RELATED INSTRUCTION

Marketing and Distributor

1. Product Information
2. Buying Merchandise
3. Inventory Control
4. Marketing Research
5. Sales Promotion
6. Communications
7. Personal Selling
8. Credit and Collections
9. Recordkeeping (Manual & Automatic Data Processing)
10. Business and Government Relations
11. Marketing Management.

Mathematics

1. Trade Math
2. Merchandise Math
3. Use of Handbooks and Tables
4. Use of Calculator
5. Metrics.

Safety

1. Safety and First Aid (minimum of 10 hours per year)
2. Sexual Harassment Prevention Training – must comply with Section 201-g of the Labor Law
3. General Shop Safety
4. OSHA Rules and Regulations
5. Personal Safety Procedures
6. Shop Hazards
7. Rescue Techniques and Practices.

Industrial and Labor Relations

1. History Background
2. Employer/Employee Relationships
3. Federal and State Labor Laws
4. Ethical Employment Practices.

Trade Science

1. Basic Electricity
2. Heating Fundamentals
3. Types of Systems
4. Air Conditioning
5. Principles of Gravity Systems
6. Trade Tools
7. Commercial and Residential Equipment
8. Basic Sheet Metal.

Other Related Courses as Necessary

144 Hours of Related Instruction is Required for Each Apprentice for Each Year.

Appendix B topics are approved by New York State Education Department.