



## RETAIL SUPERVISOR TARGET OCCUPATION PROFILE

### Supervisors of Retail Sales Workers

Jobs in 2012	Expected Growth by 2022	Yearly Openings	Entry Level Wage	Mid-Level Wage	Experienced Wage	Average Yearly Salary
17,143	6%	512	\$12	\$18	\$32	\$43,000

Sources: EMSI 2012, O\*NET, Illinois WorkNet, American Community Survey 2009-2011 for Cook Co. Covers Standard Occupational Code 41-1011.

### JOB DUTIES

- Greet and assist customers.
- Respond to customer questions and complaints.
- Ensure that customers are experiencing good service and quality merchandise.
- Hire, train, supervise, and evaluate retail personnel.
- Create staff work schedules.
- Manage inventory and ordering of merchandise and supplies.

Visit [www.onetonline.org](http://www.onetonline.org) for more information about this occupation.

### IS THIS JOB A GOOD FIT FOR ME?

Education	Work experience is equally as important to education level in the retail field. There are many entry level positions in retail that are available to individuals with a high school diploma or GED. With the right skills and experience, these jobs can lead to more advanced supervisory positions.
Skills/Aptitude	Customer service is the most important skill in the retail field. Knowledge of sales and marketing, and ability to work in a team is also a plus.
Certifications	Retail certification is voluntary, but may be preferred by some employers. Organizations such as the National Retail Federation offer certificates in areas such as Retail Management, Sales, or Customer Service
Other Requirements	Most of the workday is spent interacting with others – both staff and customers. The job often requires a lot of time on one's feet.

### ARE THERE OPPORTUNITIES FOR ADVANCEMENT?

Retail supervisors often start out as cashiers or sales associates, and advance to supervisory and management roles as they gain skills and experience.

### WHERE CAN I GO TO GET TRAINING?

Visit [www.chicagolandwiatraining.com](http://www.chicagolandwiatraining.com) to search for WIA-certified training providers in Cook County, based on occupation, program cost, location, completion rate, employment, and wages.

### WHO ARE THE LARGEST EMPLOYERS IN THE INDUSTRY?

Grocery stores (Treasure Island, Dominick's), drug stores (Walgreens), clothing stores (Banana Republic, TJ Maxx), discount department stores (Kmart, Target), home centers (Home Depot, Lowe's)

### WHAT OTHER JOB TITLES SHOULD I LOOK FOR IN HELP WANTED ADS?

Store manager, department manager, shift manager

