

## CAREER PROFILES

### Retail Sales Supervisors:

**Retail sales supervisors** supervise and co-ordinate the activities of retail salespersons, cashiers, store shelf stockers and order fillers, and other sales related occupations.

### Wage/Salary Information:

\$34,073.79 is the median annual salary found in local job-postings.

\$16.38/hour is the median wage reported locally.

### Commonly Listed Skills in Job Postings:

- Detail oriented
- Teamwork
- Oral and written communication
- Work independently
- Self-motivated
- Customer service oriented
- Cleanliness
- Organizational skills
- Problem solving
- Adaptability
- Management
- Time management
- Leadership
- Sanitation
- Sales
- Punctuality
- Decision making
- Computer literacy
- Mentorship
- Training

### Job Duties:

Retail sales supervisors perform some or all of the following duties:

- Supervise and co-ordinate sales staff and cashiers.
- Assign sales workers to duties and prepare work schedules.
- Authorize payments and the return of merchandise.
- Resolve issues that may arise, including customer requests, complaints and supply shortages.

- May perform key holding and managerial duties if required, such as opening and closing the store, managing escalated complaints, developing and implementing marketing strategies, and signing for deliveries.
- Prepare reports regarding sales volumes, merchandising and personnel matters.
- Hire and train or arrange for the training of new sales staff and monitor and report on performance.
- Ensure the visual standards and image of the store are maintained, such as store displays, signage and cleanliness.
- May perform the same duties as workers supervised.
- Maintain specified inventory and order merchandise.

### Working Conditions:

Work takes place in a typical sales or store environment.

### Career Pathways:

Retail sales supervisors are employed by stores and other retail businesses, wholesale businesses that sell on a retail basis to the public, rental service establishments and businesses involved in door-to-door soliciting and telemarketing. Below are potential career pathways for retail sales supervisors:

- Department store supervisor
- Head cashier
- Liquor store supervisor
- Produce department supervisor
- Rental service supervisor
- Retail sales route supervisor
- Telemarketing supervisor

Check out more possible career pathways on [WEExplore](#).

### Education and Training Pathways:

There is currently no formal post-secondary education for this career. Individuals in this occupation may be expected to have completed secondary school. Individuals in this occupation may also require previous retail sales experience as a retail salesperson, sales clerk, cashier, telemarketer, door-to-door salesperson, or rental agent.

**Disclaimer:** *The educational institution reserves the right to change information without notice, and may result in discrepancies between their information and the information presented above. If any errors are found, please report them to [info@workforcewindsorsex.com](mailto:info@workforcewindsorsex.com).*