

Retail Sales Supervisors

Description

Retail sales supervisors supervise and co-ordinate the activities of workers in the following unit groups: *Retail salespersons* (6421), *Cashiers* (6611), *Store shelf stockers, clerks and order fillers*(6622) and *Other sales related occupations* (6623). They 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.

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
- Maintain specified inventory and order merchandise
- 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
- 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.

Other titles:

- telemarketing supervisor
- head cashier
- department store supervisor
- retail sales route supervisor
- produce department supervisor
- rental service supervisor
- liquor store supervisor

(Government of Canada National Occupation Classification)

Skills



Education/Training Requirements

Ontario Secondary School Diploma (OSSD)

- Completion of secondary school is usually required

Post-secondary diploma/degree

- Not required

Certification

- Previous retail sales experience as a retail salesperson or sales clerk, cashier, telemarketer, door-to-door salesperson or rental agent is usually required.

Potential Earnings in Durham Region

The average and median wages and salaries for individuals employed as retail sales supervisors are as follows. Place of Residence (POR) is defined as individuals who reside within the Durham Region. Place of Work (POW) is defined as individuals who are employed within the Durham Region.

Median Wages and Salaries (POR)	Average Wages and Salaries (POR)	Median Wages and Salaries (POW)	Average Wages and Salaries (POW)
\$24,621	\$29,706	\$19,039	\$24,572

Employment Prospects

Industry (NAICS)	Jobs in Durham Region (POW)	Durham Region Residents Employed (POR)
4461 Health and personal care stores	100	10
1110 Farms (except aquaculture)	60	60

(Ministry of Advanced Education and Skills Development 2016 data in Durham Workforce Authority's 2017 Sector Report)