

Career Ladder

LEARN ABOUT THE RETAIL CAREER PATH

Advance your skills and learn what it takes to move up the Retail Career Ladder!

Each career level contains information about wages, job descriptions, main job duties, examples of job titles, general skills, and links to educational and training opportunities.

information, email <u>helpdesk@wdb.ca</u> or visit <u>wdb.ca</u>.

If you have further questions about local labour market

**MAIN JOB DUTIES** 

MEDIAN **HOURLY WAGE** 

**VARIES** 

\$38.07

\$25.03

\$19.33

\$16.55

**ENTREPRENEUR/ BUSINESS OWNER** 

**RETAIL & WHOLESALE** 

**RETAIL & WHOLESALE BUYERS** 

**RETAIL SALES SUPERVISORS** 

**RETAIL SALESPERSONS &** 

**VISUAL MERCHANDISERS** 

TRADE MANAGERS

**RETAIL SALESPERSONS & VISUAL MERCHANDISERS** 

Sell, rent or lease a range of goods and services directly to consumers. Plan, create and implement windows and in-store displays.

**PROBLEM SOLVING POINT OF SALE RETAIL MATH DIGITAL LITERACY** 

**RESOURCES** 

**CUSTOMER SERVICE** 

**EDUCATION & TRAINING** 

#### SECONDARY SCHOOL Specialist High Skills Major (SHSM) – Hospitality and Tourism

Kawartha Pine Ridge District School Board

Trillium Lakelands District School Board Peterborough Victoria Northumberland and Clarington

- Post-Secondary Education
- **Building and Maintaining Customer Relations Client/Customer Relations**

**OTEC - ONTARIO TOURISM** 

- **EDUCATION CORPORATION**

Supervise and coordinate the

activities of sales staff, store

stockers and clerks, and cashiers.

Catholic District School Board **FLEMING COLLEGE** 

Service Excellence Series

**RETAIL SALES SUPERVISORS** 

**WHAT** 

#### Greet customers, advise on use and care of merchandise, provide advice concerning specialized products or services

- · Prepare merchandise for purchase, rental or lease Assist in display of merchandise
  - Operate computerized inventory record keeping and re-ordering systems
  - May conduct sales transactions through internet-based electronic commerce
  - **JOB TITLE EXAMPLES**

#### Retail Sales Clerk Automobile Salesperson

Store Display Designer

**Clothing Salesperson** 

them for current training programs such as: Occupational-specific training, career planning, job search, resume writing, or government-funded programs Upgrading and skills development including grade 12

support, customer service, money math, computers,

Find your <u>local employment service provider here</u> or adult education and training provider here and contact

**VIEW JOB POSTS** 

# **PROBLEM SOLVING TIME MANAGEMENT EDUCATION & TRAINING**

**LEADERSHIP TEAMWORK** 

**CUSTOMER SERVICE** 

**RETAIL & WHOLESALE BUYERS** 

Prior experience in the retail sector is usually required.

# **VIEW JOB POSTS**

RESOURCES

**FLEMING COLLEGE** 

Post-Secondary Education

Leadership Development

Leadership in a Team Environment

and more

**MEDIAN** 

\$23.57

\$19.33

and report on performance

personnel matters

**MAIN JOB DUTIES** 

Supervise and coordinate sales staff and cashiers

Assign workers to duties, prepare work schedules, and

Hire and train or arrange the training of new staff and monitor

Prepare reports regarding sales volume, merchandising and

maintain specified inventory and order merchandise

**SERVICE PROVIDERS** 

#### **Retail Store Supervisor** Food Store Supervisor

Telemarketer Supervisor

**JOB TITLE EXAMPLES** 

Find your local employment service provider here or adult education and training provider here and contact them for current training programs such as: · Occupational-specific training, career planning, job search, resume writing, or government-funded programs Upgrading and skills development including grade 12

#### **OTEC - ONTARIO TOURISM**

and more

SERVICE PROVIDERS

**EDUCATION CORPORATION** Leadership Excellence Series

**MEDIAN** 

\$25.03

Review requirements of establishment and determine quantity

Promote and advise community groups, corporations, schools and other organizations about recreation, sports and fitness

Interview suppliers and negotiate prices, discounts, credit

HIGH

\$31.83

HIGH

\$52.49

support, customer service, money math, computers,

**MAIN JOB DUTIES** Purchase merchandise for resale by retail or wholesale

and type of merchandise to purchase

terms and transportation arrangements

establishments

program and activities

TRENT UNIVERSITY

Post-Secondary Education

**VIEW JOB POSTS** 

Manage staff and duties

customer requests and issues

development and retention of staff

Supply Chain Management Diploma

# or wholesale establishments.

merchandising operations of retail

Buy merchandise for resale by retail

or wholesale establishments and

are usually responsible for the

#### Oversee distribution of merchandise to outlets and maintain adequate stock levels

**JOB TITLE EXAMPLES Food Buyer** 

Wholesale Buyer

**Appliance Buyer** 

HOURLY LOW **MEDIAN** \$25.69 \$38.07

**MAIN JOB DUTIES** 

Develop and implement marketing strategies

Plan budgets, authorize expenditures and monitor revenues

Evaluate and improve customer service and respond to

**JOB TITLE EXAMPLES** 

Car Dealership Manager

Address staffing requirements, including the hiring,

# **WHAT**

evaluate the operations of

merchandise or services on a

establishments that sell

retail or wholesale basis.

Plan, organize, direct, control and

**RETAIL & WHOLESALE** 

**TRADE MANAGERS** 

**CUSTOMER SERVICE LEADERSHIP TEAMWORK PLANNING TIME MANAGEMENT** 

Several years of related retail or wholesale sales experience at increasing levels of responsibilities are usually required. Completion of a university degree or college diploma may be required. TRENT UNIVERSITY

**EDUCATION & TRAINING** 

**RESOURCES** 

Post-Secondary Education

Business Administration (B.B.A.)

**BUSINESS OWNER** 

# ENTREPRENEUR /

#### **Clothing Store Manager** Hardware Store Manager

Post-Secondary Education <u>Business</u>

Global Business Management Graduate Certificate

**MAIN JOB DUTIES** Create and manage a business plan, including ongoing research and planning, and time management

Develop marketing campaigns, manage social media and conduct

Respond to customer service inquiries, including answer phone calls and emails to build a positive reputation for the business

processing, taxes and general bookkeeping

#### Create or purchase an existing business with the objective of organizing and executing business operations.

**WORK INDEPENDENTLY CUSTOMER SERVICE ORGANIZATION TIME MANAGEMENT** 

**EDUCATION & TRAINING RESOURCES** 

ONTARIO SUMMER COMPANY

STARTER COMPANY PLUS

Grant for students aged 15 to 29 to start a new

Northumberland Summer Company Program

**PLANNING** 

summer business

Peterborough Summer Company Program Kawartha Lakes Summer Company Program

Grant for Canadians 18+ to start a new business or grow a

business that has been in operations for fewer than five years

- Northumberland Starter Company Program Peterborough Starter Company Program
- Financing, mentorship and community support for local Haliburton County Development Corporation
- Kawartha Lakes CFDC Community Futures Peterborough
- Kawartha Lakes Starter Company Program
  - Northumberland CFDC
- **COMMUNITY FUTURES** small businesses

# Secure funding, maintain business bank accounts, payments

other marketing activities

Recruit and manage employees

### **JOB TITLE EXAMPLES Small Business Owner**

Franchisee

INNOVATION CLUSTER Supports entrepreneurs in the formation and growth of

Fundamentals of Entrepreneurship Entrepreneurship

Post-Secondary Education Business Administration (B.B.A.), Entrepreneurship

Business Case Development

## **WDB** Workforce Development Board We would like to acknowledge the support made by the



Tourism Organization 8 for this project. Sources:

Ministry of Tourism, Culture and Sport and Regional

National Occupational Classification (NOC) **Lightcast (2023.3)** Job Bank Job posting data is from WDB Local Jobs Hub (WDB Region)









**FLEMING COLLEGE** 

**VIEW JOB POSTS** 

Approximately 1,450 new businesses are launched annually in the WDB Region.











Innovation Cluster

**FLEMING COLLEGE** 

Post-Secondary Education



Specialization

TRENT UNIVERSITY