

For information on becoming a *Retail Salesperson* see **Sources of additional information** within this brochure.

For information on youth employment opportunities, contact a career counselor at your high school or employment counselor or job and information center coordinator at your local NH Employment Security Office.

Berlin (752-5500)

151 Pleasant Street, P.O. Box 159, 03570-0159

Claremont (543-3111)

404 Washington Street, P.O. Box 180, 03743-0180

Concord (228-4100)

10 West Street, P.O. Box 1140, 03302-1140

Conway (447-5924)

518 White Mountain Highway, 03818-4205

Keene (352-1904)

109 Key Road, 03431-3926

Laconia (524-3960)

426 Union Avenue, Suite 3, 03246-2894

Lebanon (448-6340)

85 Mechanic Street, 03766-1506

Littleton (444-2971)

646 Union Street, Suite 100, 03561-5314

Manchester (627-7841)

300 Hanover Street, 03104-4957

Nashua (882-5177)

6 Townsend West, 03063-1217

Portsmouth (436-3702)

2000 Lafayette Road, 03801-5673

Salem (893-9185)

29 South Broadway, 03079-3026

Somersworth (742-3600)

6 Marsh Brook Drive, 03878-1595



For more information on this series of brochures, or to find out about our other products, contact us at:

New Hampshire Employment Security
Economic and Labor Market Information Bureau
32 South Main Street, Concord, NH 03301-4857
Phone: (603) 228-4124, E-mail: elmi@nhes.nh.gov, Web site: www.nh.gov/nhes/elmi

SOC 41-2031
NHCRN 03/09

So, you want to be a ...



Retail Salesperson

Marketing, Sales & Service

Projected to be among the occupations with the most openings
(New Hampshire Occupational Projections, 2006-2016)

Here are a few things
you should know.



Your gateway to New Hampshire workforce and career information



You'll want to know a few things about this career

Average Hourly Wage

\$11.87

Expected 10 year Growth

15%

Average Annual Openings

1,167

Training/Education Needed

Short On-the-Job or Military Training

There usually are no formal education requirements for this type of work, although a high school diploma or the equivalent is preferred.

Basic Skills

Listening, speaking, math

Job Skills

Service orientation, speaking, social perceptiveness, active listening, reading comprehension, math, writing, monitoring, critical thinking, active learning, coordination, instructing, judgment and decision making, time management, instructing.

So, you want to be a ...



Retail Salesperson

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Tasks

Source: O*Net Online

1. Greet customers and ascertain what each customer wants or needs.
2. Open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.
3. Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
4. Compute sales prices, total purchases and receive and process cash or credit payment.
5. Maintain records related to sales.
6. Watch for and recognize security risks and thefts, and know how to prevent or handle these situations.
7. Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
8. Answer questions regarding the store and its merchandise.
9. Describe merchandise and explain use, operation, and care of merchandise to customers.
10. Ticket, arrange and display merchandise to promote sales.

Interests (Holland Code)

EC

(Enterprising, Conventional)

Career Cluster

Marketing, Sales and Service

Working Conditions

Comfortable, well lighted clean environment (May stand for long periods of time)

Average Work Week

Hours vary (The Monday through Friday, 9 to 5 workweek is the exception. Most also work Saturdays, evenings, and holidays)

Sources of Additional Information

NH Employment Security (Contact office nearest you or go online to www.nh.gov/nhes)

National Retail Federation 325 7th Street NW, Suite 1100 Washington, DC 20004 www.nrf.com

Retail, Wholesale, and Department Store Union 30 East 29th Street, 4th Floor New York, NY 10016 www.rwdsu.info