

For information on becoming a *Supervisor/Manager Retail Sales* 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)

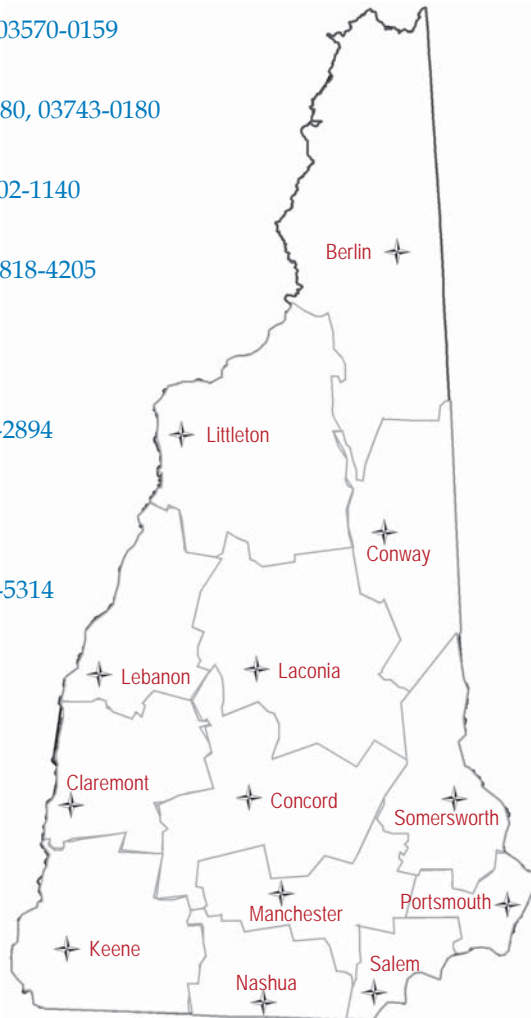
2000 Lafayette Road, 03801-5673

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 41-1011
NHCRN 03/09

So, you want to be a ...



Supervisor/Manager Retail Sales

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

\$18.14

Expected 10 year Growth

8%

Average Annual Openings

353

Training/Education Needed

Related Experience, Military Training, or Apprenticeship

A postsecondary degree is increasingly needed for advancement into management

Basic Skills

Reading, listening, speaking, math

Job Skills

Speaking, critical thinking, coordination, judgement and decision making, reading comprehension, active listening, management of financial & personnel resources, mathematics, instructing, monitoring, service orientation, time management, active learning, social perceptiveness, negotiation

So, you want to be a ...



Supervisor/Manager (Retail Sales)

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

Tasks

Source: O*Net Online

1. Provide customer service by greeting and assisting customers, and responding to customer inquiries and complaints.
2. Monitor sales activities to ensure that customers receive satisfactory service and quality goods.
3. Assign employees to specific duties.
4. Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers.
5. Inventory stock and reorder when inventory drops to a specified level.
6. Keep records of purchases, sales, and requisitions.
7. Enforce safety, health, and security rules.
8. Examine products purchased for resale or received for storage to assess the condition of each product or item.
9. Hire, train, and evaluate personnel in sales or marketing establishments, promoting or firing workers when appropriate.
10. Perform work activities of subordinates, such as cleaning and organizing shelves and displays and selling merchandise.

Interests (Holland Code)

ECS

(Enterprising, Conventional, Social)

Career Cluster

Marketing, Sales and Service

Working Conditions

Comfortable, well lighted, clean environment
(While they probably have an office, they may spend much of the time on the sales floor supervising employees)

Average Work Week

Hours vary
(Most will work 40 hours or more per week; long hours are common)

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

Food Distributors International
201 Park Washington Court
Falls Church, VA 22046
www.fdi.org