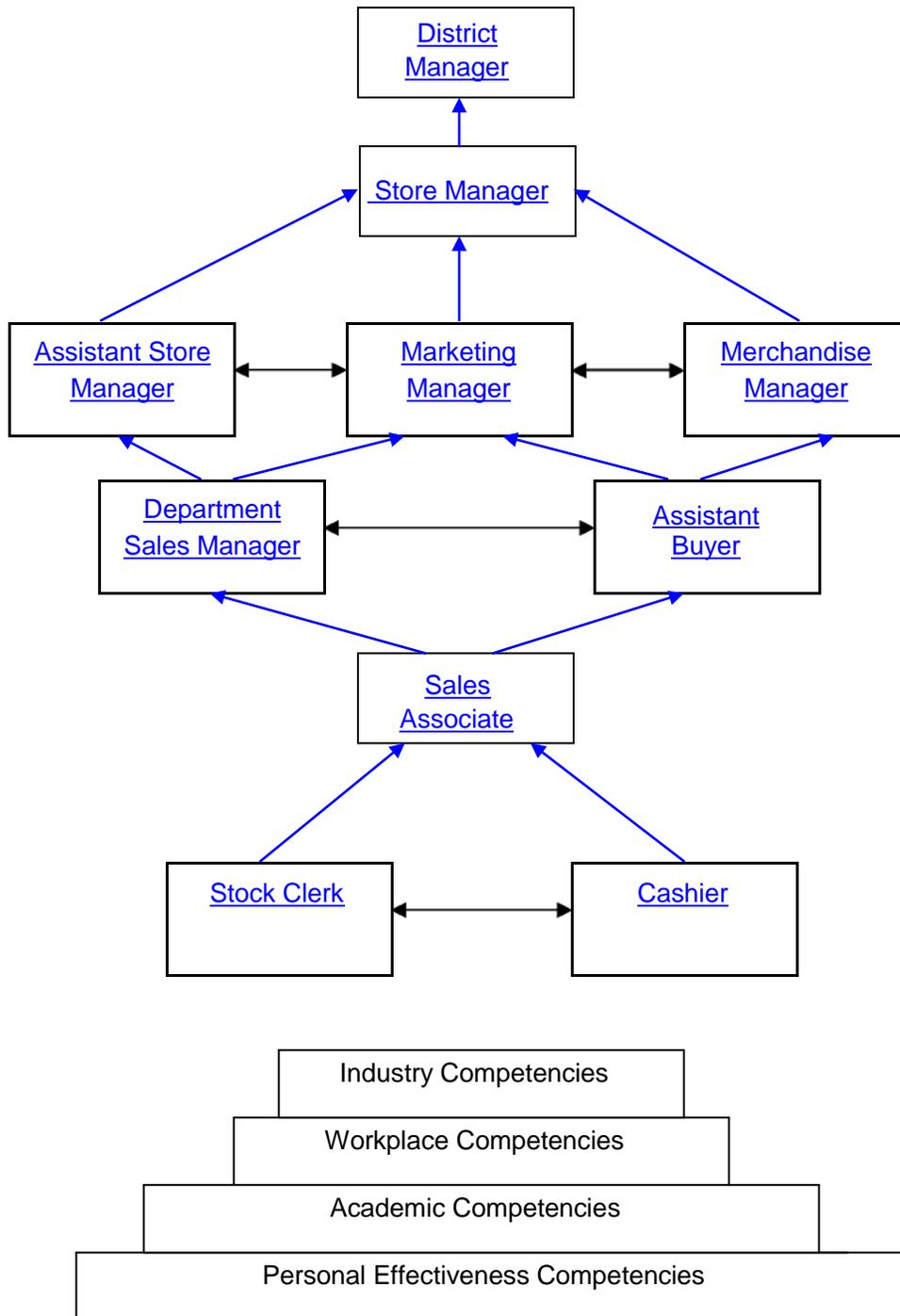


Sample Career Ladder/Lattice for Retail Services

Click on a job title to see examples of descriptive information about the job.

Click on a link between job titles to see the critical development experiences needed to move to that job on the pathway.



This is a SAMPLE.

It is intended only as an illustration of a possible career ladder/lattice in the retail services industry.

Sample Career Ladder/Lattice for Retail Services

District Manager
Job Title
District Manager
Job Level
Executive-level (Supervisory)
Job Description
<p>Plan, direct, or coordinate the operations of multiple companies or public and private sector organizations. Duties and responsibilities include formulating policies, managing daily operations, and planning the use of materials and human resources, but are too diverse and general in nature to be classified in any one functional area of management or administration, such as personnel, purchasing, or administrative services. Tasks:</p> <ol style="list-style-type: none"> 1. Direct and coordinate activities of businesses or departments concerned with the production, pricing, sales, or distribution of products across several locations. 2. Manage staff, preparing work schedules and assigning specific duties. 3. Review financial statements, sales and activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement. 4. Establish and implement departmental policies, goals, objectives, and procedures, conferring with board members, organization officials, and staff members as necessary. 5. Determine staffing requirements, and interview, hire and train new employees, or oversee those personnel processes. 6. Monitor businesses and agencies to ensure that they efficiently and effectively provide needed services while staying within budgetary limits. 7. Oversee activities directly related to making products or providing services. 8. Direct and coordinate organization's financial and budget activities to fund operations, maximize investments, and increase efficiency. 9. Determine goods and services to be sold, and set prices and credit terms, based on forecasts of customer demand.
Education
Most of these occupations require a Bachelor's degree.
Workforce Preparation
Employees in this occupation usually need several years of work-related experience, on-the-job training, and/or vocational training.
Work Experience
A minimum of two to four years of work-related skill, knowledge, or experience is needed.
Licensure/Certification
None required
Salary
\$78,000
Employment Outlook
10-20% over the next 10 years, representing average growth.

[Return to Career Ladder/Lattice Graphic](#)

This is a SAMPLE.

It is intended only as an illustration of a possible career ladder/lattice in the retail services industry.

Sample Career Ladder/Lattice for Retail Services

Store Manager
Job Title
Store Manager
Job Level
Management-level (Supervisory)
Job Description
<p>Plan, direct, or coordinate the operations of a company or public and private sector organization. Duties and responsibilities include formulating policies, managing daily operations, and planning the use of materials and human resources, but are too diverse and general in nature to be classified in any one functional area of management or administration, such as personnel, purchasing, or administrative services. Tasks:</p> <ol style="list-style-type: none"> 1. Direct and coordinate activities of businesses or departments concerned with the production, pricing, sales, or distribution of products at one location. 2. Manage staff, preparing work schedules and assigning specific duties. 3. Review financial statements, sales and activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement. 4. Establish and implement departmental policies, goals, objectives, and procedures, conferring with board members, organization officials, and staff members as necessary. 5. Determine staffing requirements, and interview, hire and train new employees, or oversee those personnel processes. 6. Monitor businesses and agencies to ensure that they efficiently and effectively provide needed services while staying within budgetary limits. 7. Oversee activities directly related to making products or providing services. 8. Direct and coordinate organization's financial and budget activities to fund operations, maximize investments, and increase efficiency. 9. Determine goods and services to be sold, and set prices and credit terms, based on forecasts of customer demand.
Education
Most of these occupations require a Bachelor's degree.
Workforce Preparation
Employees in this occupation usually need several years of work-related experience, on-the-job training, and/or vocational training.
Work Experience
A minimum of two to four years of work-related skill, knowledge, or experience is needed.
Licensure/Certification
None required
Salary
\$47,000
Employment Outlook
10-20% over the next 10 years, representing average growth.

[Return to Career Ladder/Lattice Graphic](#)

This is a SAMPLE.

It is intended only as an illustration of a possible career ladder/lattice in the retail services industry.

Sample Career Ladder/Lattice for Retail Services

Critical Development Experiences: From Store Manager to District Manager

Most District Manager positions require a Bachelor's degree. Employees in this occupation usually need several years of work-related experience, on-the-job training, and/or vocational training. A minimum of two to four years of work-related skill, knowledge, or experience is needed.

1. Direct and coordinate activities of businesses or departments concerned with the production, pricing, sales, or distribution of products.
2. Direct and coordinate organization's financial and budget activities to fund operations, maximize investments, and increase efficiency.
3. Direct non-merchandising departments of businesses, such as advertising and purchasing.
4. Establish and implement departmental policies, goals, objectives, and procedures, conferring with board members, organization officials, and staff members as necessary.
5. Monitor businesses and agencies to ensure that they efficiently and effectively provide needed services while staying within budgetary limits.
6. Plan and direct activities such as sales promotions, coordinating with other store heads as required.
7. Recommend locations for new facilities or oversee the remodeling of current facilities.
8. Review financial statements, sales and activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement.

[Return to Career Ladder/Lattice Graphic](#)

Sample Career Ladder/Lattice for Retail Services

Assistant Store Manager
Job Title
Assistant Store Manager
Job Level
Management-level (Supervisory)
Job Description
<p>Assist in planning, directing, or coordinating the operations of a company or public and private sector organization. Duties and responsibilities include formulating policies, managing daily operations, and planning the use of materials and human resources, but are too diverse and general in nature to be classified in any one functional area of management or administration, such as personnel, purchasing, or administrative services. Tasks:</p> <ol style="list-style-type: none"> 1. Direct and coordinate activities of businesses or departments concerned with the production, pricing, sales, or distribution of products at one location. 2. Manage staff, preparing work schedules and assigning specific duties. 3. Review financial statements, sales and activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement. 4. Establish and implement departmental policies, goals, objectives, and procedures, conferring with board members, organization officials, and staff members as necessary. 5. Determine staffing requirements, and interview, hire and train new employees, or oversee those personnel processes. 6. Monitor businesses and agencies to ensure that they efficiently and effectively provide needed services while staying within budgetary limits. 7. Oversee activities directly related to making products or providing services. 8. Direct and coordinate organization's financial and budget activities to fund operations, maximize investments, and increase efficiency. 9. Determine goods and services to be sold; set prices/credit terms based on forecasts of customer demand.
Education
This occupation normally requires a Bachelor's degree.
Workforce Preparation
Employees in this occupation usually need several years of work-related experience, on-the-job training, and/or vocational training.
Work Experience
.A minimum of two to four years of work-related skill, knowledge, or experience is needed for this occupation.
Licensure/Certification
None required
Salary
\$36,000
Employment Outlook
10-20% over the next 10 years, representing average growth.

[Return to Career Ladder/Lattice Graphic](#)

This is a SAMPLE.

It is intended only as an illustration of a possible career ladder/lattice in the retail services industry.

Sample Career Ladder/Lattice for Retail Services

Critical Development Experiences: From Assistant Store Manager to Store Manager

Most Store Manager positions require a Bachelor's degree. Employees in this occupation usually need several years of work-related experience, on-the-job training, and/or vocational training. A minimum of two to four years of work-related skill, knowledge, or experience is needed.

1. Determine staffing requirements, and interview, hire and train new employees, or oversee those personnel processes.
2. Direct and coordinate activities of businesses or departments concerned with the production, pricing, sales, or distribution of products.
3. Establish and implement departmental policies, goals, objectives, and procedures, conferring with board members, organization officials, and staff members as necessary.
4. Locate, select, and procure merchandise for resale, representing management in purchase negotiations.
5. Use sales forecasting and strategic planning to ensure the sale and profitability of products, lines, or services, analyzing business developments and monitoring market trends.

[Return to Career Ladder/Lattice Graphic](#)

Sample Career Ladder/Lattice for Retail Services

Marketing Manager
Job Title
Marketing Manager
Job Level
Management-level (Supervisory)
Job Description
<p>Determine the demand for products and services offered by a firm and its competitors and identify potential customers. Develop pricing strategies with the goal of maximizing the firm's profits or share of the market while ensuring the firm's customers are satisfied. Oversee product development or monitor trends that indicate the need for new products and services. Tasks:</p> <ol style="list-style-type: none"> 1. Develop pricing strategies, balancing firm objectives and customer satisfaction. 2. Identify, develop, and evaluate marketing strategy, based on knowledge of establishment objectives, market characteristics, and cost and markup factors. 3. Evaluate the financial aspects of product development, such as budgets, expenditures, research and development appropriations, and return-on-investment and profit-loss projections. 4. Formulate, direct and coordinate marketing activities and policies to promote products and services, working with advertising and promotion managers. 5. Direct the hiring, training, and performance evaluations of marketing and sales staff and oversee their daily activities. 6. Negotiate contracts with vendors and distributors to manage product distribution, establishing distribution networks and developing distribution strategies. 7. Consult with product development personnel on product specifications such as design, color, and packaging. 8. Compile lists describing product or service offerings. 9. Use sales forecasting and strategic planning to ensure the sale and profitability of products, lines, or services, analyzing business developments and monitoring market trends.
Education
This occupation normally requires a Bachelor's degree.
Workforce Preparation
Employees in this occupation usually need several years of work-related experience, on-the-job training, and/or vocational training.
Work Experience
A minimum of two to four years of work-related skill, knowledge, or experience is needed for this occupation.
Licensure/Certification
None required
Salary
\$44,000
Employment Outlook
21-35% over the next 10 years, representing faster than average growth.

[Return to Career Ladder/Lattice Graphic](#)

This is a SAMPLE.

It is intended only as an illustration of a possible career ladder/lattice in the retail services industry.

Sample Career Ladder/Lattice for Retail Services

Critical Development Experiences: From Marketing Manager to Store Manager

Most Store Manager positions require a Bachelor's degree. Employees in this occupation usually need several years of work-related experience, on-the-job training, and/or vocational training. A minimum of two to four years of work-related skill, knowledge, or experience is needed.

1. Determine staffing requirements, and interview, hire and train new employees, or oversee those personnel processes.
2. Plan and direct activities such as sales promotions, coordinating with other department heads as required.
3. Advise business and other groups on local, national, and international factors affecting the buying and selling of products and services.
4. Conduct economic and commercial surveys to identify potential markets for products and services.
5. Consult with buying personnel to gain advice regarding the types of products or services expected to be in demand.
6. Coordinate and participate in promotional activities and trade shows, working with developers, advertisers, and production managers, to market products and services.
7. Develop pricing strategies, balancing firm objectives and customer satisfaction.
8. Initiate market research studies and analyze their findings.
9. Use sales forecasting and strategic planning to ensure the sale and profitability of products, lines, or services, analyzing business developments and monitoring market trends.

[Return to Career Ladder/Lattice Graphic](#)

Sample Career Ladder/Lattice for Retail Services

Merchandise Manager
Job Title
Merchandise Manager
Job Level
Management-level (Supervisory)
Job Description
Plan, direct, or coordinate the activities of buyers, purchasing officers, and related workers involved in purchasing materials, products, and services. Tasks: <ol style="list-style-type: none"> 1. Maintain records of goods ordered and received. 2. Locate vendors of materials, equipment or supplies, and interview them to determine product availability and terms of sales. 3. Prepare and process requisitions and purchase orders for supplies and equipment. 4. Control purchasing department budgets. 5. Interview and hire staff, and oversee staff training. 6. Review purchase order claims and contracts for conformance to company policy. 7. Analyze market and delivery systems to assess present and future material availability. 8. Develop and implement purchasing and contract management instructions, policies, and procedures. 9. Participate in the development of specifications for equipment, products or substitute materials. 10. Resolve vendor or contractor grievances, and claims against suppliers.
Education
This occupation normally requires a Bachelor's degree.
Workforce Preparation
Employees in this occupation usually need several years of work-related experience, on-the-job training, and/or vocational training.
Work Experience
A minimum of two to four years of work-related skill, knowledge, or experience is needed for this occupation.
Licensure/Certification
None required
Salary
\$39,000
Employment Outlook
0-9% over the next 10 years, representing slower than average growth.

[Return to Career Ladder/Lattice Graphic](#)

This is a SAMPLE.

It is intended only as an illustration of a possible career ladder/lattice in the retail services industry.

Sample Career Ladder/Lattice for Retail Services

Critical Development Experiences: From Merchandise Manager to Store Manager

Most Store Manager positions require a Bachelor's degree. Employees in this occupation usually need several years of work-related experience, on-the-job training, and/or vocational training. A minimum of two to four years of work-related skill, knowledge, or experience is needed.

1. Determine staffing requirements, and interview, hire and train new employees, or oversee those personnel processes.
2. Direct and coordinate activities of businesses or departments concerned with the production, pricing, sales, or distribution of products.
3. Locate, select, and procure merchandise for resale, representing management in purchase negotiations.
4. Manage staff, preparing work schedules and assigning specific duties.
5. Analyze market and delivery systems to assess present and future material availability.
6. Develop and implement purchasing and contract management instructions, policies, and procedures.
7. Direct and coordinate activities of personnel engaged in buying, selling, and distributing materials, equipment, machinery, and supplies.
8. Represent companies in negotiating contracts and formulating policies with suppliers.
9. Resolve vendor or contractor grievances, and claims against suppliers.

[Return to Career Ladder/Lattice Graphic](#)

Sample Career Ladder/Lattice for Retail Services

Department Sales Manager
Job Title
Department Sales Manager
Job Level
Management-level (Supervisory)
Job Description
<p>Directly supervise sales workers in a retail department. Duties may include management functions, such as purchasing, budgeting, accounting, and personnel work, in addition to supervisory duties. Tasks:</p> <ol style="list-style-type: none"> 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.
Education
This occupation usually requires a high school diploma. In some cases, an Associate's or Bachelor's degree could be needed.
Workforce Preparation
May require some vocational training or job-related course work.
Work Experience
Employees in this occupation need anywhere from a few months to one year of working with experienced employees. Some previous work-related skill, knowledge, or experience may be helpful in this occupation, but usually is not needed.
Licensure/Certification
None required
Salary
\$32,000
Employment Outlook
0-9% over the next 10 years, representing slower than average growth.

[Return to Career Ladder/Lattice Graphic](#)

This is a SAMPLE.

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Sample Career Ladder/Lattice for Retail Services

Critical Development Experiences:

From Department Sales Manager to Assistant Store Manager

The position of Assistant Store Manager normally requires a Bachelor's degree. Employees in this occupation usually need several years of work-related experience, on-the-job training, and/or vocational training. A minimum of two to four years of work-related skill, knowledge, or experience is needed.

1. Establish and implement policies, goals, objectives, and procedures for their department.
2. Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers.
3. Hire, train, and evaluate personnel in sales or marketing establishments, promoting or firing workers when appropriate.
4. Instruct staff on how to handle difficult and complicated sales.
5. Monitor sales activities to ensure that customers receive satisfactory service and quality goods.
6. Monitor customer preferences to determine focus of sales efforts.
7. Plan and direct staffing, training, and performance evaluations to develop and control sales and service programs.
8. Resolve customer complaints regarding sales and service.

Critical Development Experiences:

From Department Sales Manager to Marketing Manager

The position of Marketing Manager normally requires a Bachelor's degree. Employees in this occupation usually need several years of work-related experience, on-the-job training, and/or vocational training. A minimum of two to four years of work-related skill, knowledge, or experience is needed.

1. Confer with company officials to develop methods and procedures to increase sales, expand markets, and promote business.
2. Establish and implement policies, goals, objectives, and procedures for their department.
3. Hire, train, and evaluate personnel in sales or marketing establishments, promoting or firing workers when appropriate.
4. Monitor sales activities to ensure that customers receive satisfactory service and quality goods.
5. Plan and coordinate advertising campaigns and sales promotions, and prepare merchandise displays and advertising copy.
6. Consult with buying personnel to gain advice regarding the types of products or services expected to be in demand.
7. Coordinate and participate in promotional activities and trade shows, working with developers, advertisers, and production managers, to market products and services.
8. Use sales forecasting and strategic planning to ensure the sale and profitability of products, lines, or services, analyzing business developments and monitoring market trends.

[Return to Career Ladder/Lattice Graphic](#)

Sample Career Ladder/Lattice for Retail Services

Assistant Buyer
Job Title
Assistant Buyer
Job Level
Mid-level (Supervisory)
Job Description
Buy merchandise for resale to consumers at the wholesale or retail level, including both durable and nondurable goods. Analyze past buying trends, sales records, price, and quality of merchandise to determine value and yield. Select, order, and authorize payment for merchandise according to contractual agreements. May conduct meetings with sales personnel and introduce new products.
Tasks:
<ol style="list-style-type: none"> 1. Examine, select, order, and purchase at the most favorable price merchandise consistent with quality, quantity, specification requirements and other factors. 2. Negotiate prices, discount terms and transportation arrangements for merchandise. 3. Analyze and monitor sales records, trends and economic conditions to anticipate consumer buying patterns and determine what the company will sell and how much inventory is needed. 4. Interview and work closely with vendors to obtain and develop desired products. 5. Authorize payment of invoices or return of merchandise. 6. Inspect merchandise or products to determine value or yield. 7. Confer with sales and purchasing personnel to obtain information about customer needs and preferences. 8. Consult with store or merchandise managers about budget and goods to be purchased. 9. Conduct staff meetings with sales personnel to introduce new merchandise.
Education
This occupation usually requires training in vocational schools, or an Associate's degree. Some may require a Bachelor's degree.
Workforce Preparation
Employees in this occupation usually need one or two years of training involving both on-the-job experience and informal training with experienced workers. Previous work-related skill, knowledge, or experience is required for this occupation.
Work Experience
Related work experience
Licensure/Certification
None required
Salary
\$32,000
Employment Outlook
0-9% over the next 10 years, representing slower than average growth.

[Return to Career Ladder/Lattice Graphic](#)

This is a SAMPLE.

It is intended only as an illustration of a possible career ladder/lattice in the retail services industry.

Sample Career Ladder/Lattice for Retail Services

Critical Development Experiences: From Assistant Buyer to Marketing Manager

The position of Marketing Manager normally requires a Bachelor's degree. Employees in this occupation usually need several years of work-related experience, on-the-job training, and/or vocational training. A minimum of two to four years of work-related skill, knowledge, or experience is needed.

1. Confer with company officials to develop methods and procedures to increase sales, expand markets, and promote business.
2. Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers.
3. Plan and coordinate advertising campaigns and sales promotions, and prepare merchandise displays and advertising copy.
4. Conduct economic and commercial surveys to identify potential markets for products and services.
5. Negotiate contracts with vendors and distributors to manage product distribution, establishing distribution networks and developing distribution strategies.
6. Use sales forecasting and strategic planning to ensure the sale and profitability of products, lines, or services, analyzing business developments and monitoring market trends.

Critical Development Experiences: From Assistant Buyer to Merchandise Manager

The position of Merchandise Manager normally requires a Bachelor's degree. Employees in this occupation usually need several years of work-related experience, on-the-job training, and/or vocational training. A minimum of two to four years of work-related skill, knowledge, or experience is needed.

1. Formulate pricing policies for merchandise, according to profitability requirements.
2. Monitor sales activities to ensure that customers receive satisfactory service and quality goods.
3. Review inventory and sales records to prepare reports for management and budget departments.
4. Analyze market and delivery systems to assess present and future material availability.
5. Develop and implement purchasing and contract management instructions, policies, and procedures.
6. Prepare reports regarding market conditions and merchandise costs.
7. Resolve vendor or contractor grievances, and claims against suppliers.
8. Review purchase order claims and contracts for conformance to company policy.

[Return to Career Ladder/Lattice Graphic](#)

Sample Career Ladder/Lattice for Retail Services

Sales Associate
Job Title
Sales Associate
Job Level
Mid-level (Non-supervisory)
Job Description
Sell merchandise, such as furniture, motor vehicles, appliances, or apparel in a retail establishment. Tasks: <ol style="list-style-type: none"> 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.
Education
This occupation usually requires a high school diploma and may require some vocational training or job-related course work. In some cases, an Associate's or Bachelor's degree could be needed.
Workforce Preparation
Employees in these occupations need anywhere from a few months to one year of working with experienced employees.
Work Experience
Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed.
Licensure/Certification
None required
Salary
\$24,000
Employment Outlook
10-20% over the next 10 years, representing average growth.

[Return to Career Ladder/Lattice Graphic](#)

This is a SAMPLE.

It is intended only as an illustration of a possible career ladder/lattice in the retail services industry.

Sample Career Ladder/Lattice for Retail Services

Critical Development Experiences:

From Sales Associate to Department Sales Manager

Department Sales Managers need anywhere from a few months to one year of working with experienced employees. Some previous work-related skill, knowledge, or experience may be helpful in this occupation, but usually is not needed.

1. Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers.
2. Enforce safety, health, and security rules.
3. Instruct staff on how to handle difficult and complicated sales.
4. Monitor sales activities to ensure that customers receive satisfactory service and quality goods.
5. Provide customer service by greeting and assisting customers, and responding to customer inquiries and complaints.

Critical Development Experiences: From Sales Associate to Assistant Buyer

The position of Assistant Buyer usually requires training in vocational schools, related on-the-job experience, or an Associate's degree. Some may require a Bachelor's degree. Employees in this occupation usually need one or two years of training involving both on-the-job experience and informal training with experienced workers. Previous work-related skill, knowledge, or experience is required.

1. Estimate consumer demand and determine the types and amounts of goods to be sold.
2. Examine merchandise to ensure that it is correctly priced and displayed and that it functions as advertised.
3. Examine products purchased for resale or received for storage to assess the condition of each product or item.
4. Inventory stock and reorder when inventory drops to a specified level.
5. Keep records of purchases, sales, and requisitions.

[Return to Career Ladder/Lattice Graphic](#)

Sample Career Ladder/Lattice for Retail Services

Cashier
Job Title
Cashier
Job Level
Entry-level (Non-supervisory)
Job Description
<p>Receive and disburse money in establishments other than financial institutions. Usually involves use of electronic scanners, cash registers, or related equipment. Often involved in processing credit or debit card transactions and validating checks.</p> <p>Tasks:</p> <ol style="list-style-type: none"> 1. Receive payment by cash, check, credit cards, vouchers, or automatic debits. 2. Issue receipts, refunds, credits, or change due to customers. 3. Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change. 4. Greet customers entering establishments. 5. Maintain clean and orderly checkout areas. 6. Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners. 7. Issue trading stamps, and redeem food stamps and coupons. 8. Resolve customer complaints. 9. Answer customers' questions, and provide information on procedures or policies. 10. Cash checks for customers.
Education
This occupation may require a high school diploma or GED certificate. Some may require a formal training course.
Workforce Preparation
Employees in this occupation need anywhere from a few days to a few months of training.
Work Experience
No previous work-related skill, knowledge, or experience is needed for these occupations.
Licensure/Certification
None required
Salary
\$19,000
Employment Outlook
0-9% over the next 10 years, representing slower than average growth.

[Return to Career Ladder/Lattice Graphic](#)

This is a SAMPLE.

It is intended only as an illustration of a possible career ladder/lattice in the retail services industry.

Sample Career Ladder/Lattice for Retail Services

Critical Development Experiences: From Cashier to Sales Associate

The position of Sales Associate usually requires a high school diploma and may require some vocational training or job-related course work. In some cases, an Associate's or Bachelor's degree could be needed. Employees in these occupations need anywhere from a few months to one year of working with experienced employees. Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed.

1. Answer customer questions, and provide information on policies and procedures.
2. Answer customers' questions about merchandise and provide advice to customers on merchandise selection.
3. Describe merchandise and explain use, operation, and care of merchandise to customers.
4. Greet customers and ascertain what each customer wants or needs.
5. Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
6. Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
7. Estimate cost of repair or alteration of merchandise.
8. Place special orders or call other stores to find desired items.

[Return to Career Ladder/Lattice Graphic](#)

Sample Career Ladder/Lattice for Retail Services

Stock Clerk
Job Title
Stock Clerk
Job Level
Entry-level (Non-supervisory)
Job Description
<p>Receive, store, and issue sales floor merchandise. Stock shelves, racks, cases, bins, and tables with merchandise and arrange merchandise displays to attract customers. May periodically take physical count of stock or check and mark merchandise.</p> <p>Tasks:</p> <ol style="list-style-type: none"> 1. Answer customers' questions about merchandise and provide advice to customers on merchandise selection. 2. Take inventory or examine merchandise to identify items to be reordered or replenished. 3. Pack customer purchases in bags or cartons. 4. Stock shelves, racks, cases, bins, and tables with new or transferred merchandise. 5. Receive, open, unpack and issue sales floor merchandise. 6. Clean display cases, shelves, and aisles. 7. Compare merchandise invoices to items actually received to ensure that shipments are correct. 8. Requisition merchandise from supplier based on available space, merchandise on hand, customer demand, or advertised specials. 9. Transport packages to customers' vehicles.
Education
This occupation may require a high school diploma or GED certificate. Some may require a formal training course.
Workforce Preparation
Employees in this occupation need anywhere from a few days to a few months of training.
Work Experience
No previous work-related skill, knowledge, or experience is needed for these occupations.
Licensure/Certification
None required
Salary
\$20,000
Employment Outlook
Much slower than average (negative growth)

[Return to Career Ladder/Lattice Graphic](#)

This is a SAMPLE.

It is intended only as an illustration of a possible career ladder/lattice in the retail services industry.

Sample Career Ladder/Lattice for Retail Services

Critical Development Experiences: From Stock Clerk to Sales Associate

The position of Sales Associate usually requires a high school diploma and may require some vocational training or job-related course work. In some cases, an Associate's or Bachelor's degree could be needed. Employees in these occupations need anywhere from a few months to one year of working with experienced employees. Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed.

1. Answer customers' questions about merchandise and provide advice to customers on merchandise selection.
2. Describe merchandise and explain use, operation, and care of merchandise to customers.
3. Greet customer and ascertain what each customer wants or needs.
4. Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
5. Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
6. Answer questions regarding the store and its merchandise.
7. Estimate cost of repair or alteration of merchandise.
8. Place special orders or call other stores to find desired items.

[Return to Career Ladder/Lattice Graphic](#)