

Sales Worker Supervisors oversee the work of sales and related workers such as retail salespersons, cashiers, customer service representatives, stock clerks and order fillers, sales engineers, and wholesale and manufacturing sales representatives. They are responsible for interviewing, hiring, and training employees, as well as preparing work schedules and assigning workers to specific duties. Many of these workers hold job titles such as **Sales Manager** or **Department Manager**.

In retail establishments, sales worker supervisors ensure that customers receive satisfactory service and quality goods. They also answer customers' inquiries and deal with complaints, and may handle purchasing, budgeting, and accounting. Their responsibilities vary, depending on the size and type of establishment.

Sales worker supervisors in large retail establishments, often referred to as department managers, provide day-to-day oversight of individual departments, such as shoes, cosmetics, or house wares in large department stores; produce and meat in grocery stores; and sales in automotive dealerships. These workers establish and implement policies, goals, objectives, and procedures for their specific departments; coordinate activities with other department heads; and strive for smooth operations within their departments. They supervise employees who price and ticket goods and place them on display; clean and organize shelves, displays, and inventory in stockrooms; and inspect merchandise to ensure that nothing is outdated. Sales worker supervisors also review inventory and sales records, develop merchandising techniques, coordinate sales promotions, and may greet and assist customers and promote sales and good public relations.

Supervisors must be computer literate because almost all cash registers, inventory control systems, and sales quotes and contracts are computerized. Additional recommended courses include accounting, marketing, management, sales, psychology, sociology, and communication.

Salary Information:

- Retail Salesperson
\$24,630 Average Salary (U.S. Bureau of Labor Statistics, 2008)
- ***Retail Salesperson for the Rochester, New York area:***
\$20,200 Median Salary Range (Career One Stop, 2008)

[*Salary varies based on education/advanced degree, work-experience & setting/location]

Additional Information:

- National Retail Federation: www.nrf.com
- Retail Career Profiles: <http://www.retailology.com/college/careers/>

