

The retail industry is a dynamic field with diverse career ladders, a wide range of employee benefits, and on-the-job training. Retail opportunities vary with experience, and in some cases public funds are available to train people who are interested in entering this industry. For those job seekers with a strong work ethic and demonstrated customer service and communication skills, there is opportunity to move up in the hospitality sector and between the retail, hotel and restaurant industries.

Chicago Retail Industry Facts:

- There are many entry-level positions, such as cashiers and retail associates, that have minimal entry requirements and build core skills needed to advance in all of the hospitality industries (hotel, restaurant, retail).
- Customer service skills are the most important skills required to work in retail.
- Most entry-level retail positions require: learning about products, meeting customer needs, educating the customer, providing support, gaining customer commitment and closing the sale.
- A high school diploma is often important, but it is not always required.
- Retailers often promote from within and provide strong career ladders.

Chicago Retail Career Information:

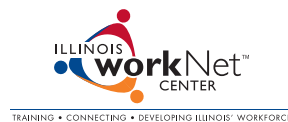
The following are examples of career paths in retail.

- Sales and Operations—includes sales, store operations and loss prevention
- Management—includes store management, marketing/ advertising, finance and human resources
- Merchandise Flow—includes IT/e-commerce, distribution/ logistics/supply chain and merchandise buying/planning
- Entrepreneurship

You may qualify for free education, training or other services to help you find a job in the retail industry. Contact ServiceWorks or your provider to learn more.

ServiceWorks: (312) 494-9346

Provider Contact:



CHICAGO CAREERS

HOSPITALITY | RETAIL



RETAIL INDUSTRY

POSITIONS

Buyer/Assistant Buyer
Finance and Operations Manager
General Store Manager/Assistant Store Manager
Human Resources Generalist
Merchandising Manager
Store Loss Prevention Manager

CAREER PATH

MANAGEMENT

\$30,000 PER YEAR
AND UP

SKILLS & KNOWLEDGE

Advanced Customer Service Skills
Advanced Supervisory Skills
Bachelor's to Master's Degree
Finance/Operations/Budgeting Experience
Human Resources Management Experience
Job Experience/Seniority
Sales and Marketing Experience

Department Manager
Merchandising Manager
Supervisor
Team Leader

SKILLED

\$12 - \$16 PER HOUR

Advanced Customer Service Skills
Associate to Bachelor's Degree
Business Management/Finance Skills
Job Experience/Seniority
Marketing Skills
Supervisory Skills

Loss Prevention Specialist
Merchandising Specialist
Sales/Customer Service Specialist
Stock Clerk

SEMI-SKILLED

\$9 - \$14 PER HOUR

Computer Proficiency
Customer Service Skills
English Proficiency
GED/High School Diploma
Loss Prevention Knowledge
Retail/Merchandising Proficiency

Cashier
Receiving Associate
Sales Associate

ENTRY

\$8.25 - \$9 PER HOUR

Basic Customer Service Skills
Basic Math Skills
English Skills
GED/High School Diploma
Workplace Readiness and Reliability

SEE REVERSE SIDE FOR CONTACT INFORMATION TO SEE IF YOU QUALIFY FOR TRAINING.