



Explore a Career as a

RETAIL SUPERVISOR

Target Occupation Profile

What do Retail Supervisors do?

As a retail supervisor you will directly supervise and coordinate activities of retail sales workers in an establishment or department. Duties may include management functions, such as purchasing, budgeting, accounting and personnel work. You will need to demonstrate how to properly greet and assist customers and respond to customer inquiries and complaints. Supervisory duties could include overseeing employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers. You will monitor sales activities to ensure that customers receive satisfactory service and quality goods and be responsible for ensuring inventory stock is reordered when inventory drops to a specified level. Instructing staff on how to handle difficult and complicated sales is also part of this occupation.

Training & Educational Opportunities

You will have plenty of employment opportunities as a retail supervisor, but first you will need to complete many years as a retail associate and/or earn an associate or bachelor degree. By completing courses in business management, communication and math, and working in numerous retail positions, you will learn the skills necessary to get a job as a retail supervisor.

As a Retail Supervisor you will:

- Answer customer questions about good or services
- Greet customers, patrons or visitors
- Monitor inventories of products and materials
- Monitor sales activities
- Schedule personnel
- Supervise sales or support personnel
- Train new hires

Retail Supervisors are in demand in Cook County!

Cook County employment of retail supervisors is expected to grow through the year 2020.

Retail Supervisor

Training Providers

There are many training providers available in Cook County to supply you with the training you need for a career as a retail supervisor.

To access a list of training providers for this occupation and many more, please visit Illinoisworknet.com and select the 'Training and Credentials' menu option to view 'WIOA Approved Training Programs.'



Types of Employers

There are many different types of companies that hire retail supervisors in Cook County:

- Food service companies
- Retail stores
- Supermarkets

Wages & Openings

Retail Supervisor Employment Data for Cook County

Average Starting Hourly Wage	\$12.15
Average Hourly Wage With Experience	\$22.51
Average Annual Job Openings Cook County	486
Average Annual Job Openings Chicago Metro	854

*Source: Emsi, 2017.2

Opportunities

After you receive your experience or credentials as a retail supervisor, you will have many opportunities for advancement. Some opportunities include:

- Assistant Manager
- Department Manager
- Shift Manager
- Store Manager



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