



RETAIL IS YOUR FUTURE

SUPERMARKET

OVERVIEW

Supermarkets and grocery stores focus on delivering the convenience of one-stop food and beverage shopping. Apart from offering a broad range of traditional grocery products alongside fresh fruit and vegetables in self-service aisles, today's supermarkets also have serviced specialty departments such as a bakery; butcher; delicatessen; seafood and organic produce. Some even have on-site cafés!

The supermarket sector is the largest employment area in retail, with businesses employing at least six times the industry average. These high turnover businesses have flat management structures supported by high numbers of sales and support staff. Operating checkouts and stocking shelves is only a small part of supermarket work. Usually large teams of staff are skilled in specific operational areas, with employers investing in formal and in-house training, so staff continue to develop new skills, work across different departments and progress into new roles. Advances in technology make for continual change and there are a number of career pathways.

AVAILABLE JOBS

- Stock fill assistant
- Service or check-out cashier
- Specialty sales assistant
- Butcher
- Baker or pastry cook
- Fishmonger
- Administration assistant
- Accounts clerk
- Accountant
- Purchasing officer
- IT support or analyst manager
- Human resources coordinator
- OH&S coordinator
- Business analyst
- Merchandise analyst
- Human resources manager
- Department manager
- Assistant manager
- Promotions manager
- Business manager
- Roles in logistics – freight, maintenance and home delivery
- Trolley collection



HOW DO I START?

Qualifications in retail services can help you when you are applying for a position as a customer service assistant.

- Casual or part-time work is usually available.
- Ask about a school-based **Traineeship in Retail SIR20216 Certificate II Retail Services**.
- A first job could be as a service cashier, sales assistant in specialty departments, placing and arranging stock on shelves or assisting in the store support centre.
- **SIR20216 Certificate II in Retail Services** or **SIR30216 Certificate III Retail** shows your interest in the retail industry.
- If a career in management interests you, you can work your way up, apply for promotions or further study **SIR40316 Certificate IV in Retail Management** and **SIR50116 Diploma of Retail Management**.

TASKS AND WORKING CONDITIONS

Some jobs involve electronic point-of-sale equipment, cash-handling, balancing registers, packing purchases and minimising theft – while providing friendly customer service. Other work may include preparing, slicing and displaying products or providing advice to customers on selections. Re-filling and maintaining stock can include late evening and early morning shifts. Maintaining safe food-handling practices and working safely is essential. The work environment is clean and comfortable and usually staff enjoy great friendships and team experiences. Part-time work and shifts outside usual business hours gives time off for other interests.

WHAT TRAINING IS AVAILABLE?

Stores may have in-house training that is specific to their product range; however, training packages are available in a variety of areas including retail, bakery, butchery, business, wholesale and logistics. Qualifications can be achieved through a nationally accredited training course or an apprenticeship or traineeship.

RETAIL QUALIFICATIONS

- Certificate II in Retail
- Certificate III in Retail
- Certificate IV in Retail Management
- Diploma of Retail Management
- Diploma of Visual Merchandising

To find out more about accredited retail qualifications, please contact the National Retail Association call 1800 RETAIL (738 245), nra.net.au