

MANAGER, RETAIL STORE

RAPIDS: 0578D

O*NET/SOC: 41-1011.00

REVISION DATE: 10/2019

TRADE DESCRIPTION: 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, in addition to supervisory duties.

TASK PERFORMANCE: Demonstrate knowledge and skills for qualifying as Journeyman. Applicable Job Qualification Requirements will be used as a guide in performing tasks and demonstrating knowledge in the following skill areas. Actual work time must be recorded in the Work Experience Log; each skill area must be completed.

Applicable Ratings/MOS/NEC

USMC MOS: 4133

USCG: None

USN: RS

USA MOS: 92A, 92Y

Related Instruction:

Trade related On-The-Job-Training (OJT) or Any Trade related schools/courses totaling 432 or more hours.

Additional Requirement:

None.

Total Hours: **6000**

Skill	Description	Hours
A	ACCOUNTS AND CUSTOMER RELATIONS -- Plan budgets and authorize payments and merchandise returns.	1000

	<ul style="list-style-type: none"> -- Review inventory and sales records to prepare reports for management and budget departments. -- Confer with company officials to develop methods and procedures to increase sales, expand markets, and promote business. -- Establish credit policies and operating procedures. -- Keep records of purchases, sales, and requisitions. 	
B	<p>MAKE WORK SCHEDULES</p> <ul style="list-style-type: none"> -- Plan and prepare work schedules and keep records of employees' work schedules and time cards. -- Assign employees to specific duties. 	1000
C	<p>STAFFING MANAGEMENT AND TRAINING</p> <ul style="list-style-type: none"> -- Hire, train, and evaluate personnel in sales or marketing establishments, promoting or firing workers when appropriate. -- Perform work activities of subordinates, such as cleaning and organizing shelves and displays and selling merchandise. -- Establish and implement policies, goals, objectives, and procedures for their department. -- Instruct staff on how to handle difficult and complicated sales. -- Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers. -- Enforce safety, health, and security rules. 	500
D	<p>CUSTOMER SERVICE</p> <ul style="list-style-type: none"> -- Provide customer service by greeting and assisting customers and responding to customer inquiries and complaints. -- Monitor sales activities to ensure that customers receive satisfactory service and quality goods. 	1000
E	<p>DISPLAYS</p> <ul style="list-style-type: none"> -- Examine merchandise to ensure that it is correctly priced and displayed and that it functions as advertised. -- Plan and coordinate advertising campaigns and sales promotions and prepare merchandise displays and advertising copy. 	1000
F	<p>PRODUCT CARE AND SUPERVISION</p>	1500

	<ul style="list-style-type: none">-- Examine products purchased for resale or received for storage to assess the condition of each product or item.-- Estimate consumer demand and determine the types and amounts of goods to be sold.-- Formulate pricing policies for merchandise, according to profitability requirements.-- Inventory stock and reorder when inventory drops to a specified level.	
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