

NWI Career Cluster Overview

Retail Trade Occupations



NWI Jobs Now (2019)	Projected NWI New Jobs through 2024	NWI Wage Range (excludes benefits)
26,592	-158	\$8.00-\$105.00/hr

What would I be doing? Retail occupations include people who work for a retail business selling goods to customers, including those directly assisting the public in finding what they need to those working behind the scenes maintaining inventory and protecting that inventory, and those supervising operations and workers.

How much money could I be earning? The diversity of responsibilities makes for a range of wages, with entry-level occupations topping out around \$13 an hour while occupations that require more experience or training, like supervisors, earning as much as \$34 an hour.

Where would I be working? Retail occupations are found in everything from small, local shops to big-box chains and department stores. Expect some nights, weekends and holiday shifts.

Is this a growing field? This field is a huge part of Northwest Indiana's economy, and while total employment is not expected to grow, there are thousands of new openings every year.

What skills should I have? To work in this field, it's important to be able to work with the public and have excellent communication skills. Those who enjoy being helpful will do well, and those with a talent for sales, inventory management or working in a team environment can become valuable employees who will often be promoted to greater responsibility.

What education or training do I need? Entry-level occupations seek those with a high school diploma, with additional training valued by employers who need workers interested in developing a career. WorkOne can help with training and scholarships so you can achieve your goal.



Interested in a job you don't see listed? Just ask for more information.

WorkOne can also assist you with training and scholarships.

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Job Title	NWI Earnings Range	Education and/or Training Required	NWI Jobs (2019)
General/Operations Managers	\$20-\$105/hr	Bachelor's degree, 5+ years related experience	885
First-Line Supervisor of Retail Sales Workers	\$12-\$34/hr	High school diploma or HSE, <5 years related experience	2,770
Customer Service Representatives	\$12-\$30/hr	High school diploma or HSE, short term OJT	773
Shipping, Receiving, and Traffic Clerks	\$13-\$27/hr	High school diploma or HSE, short term OJT	187
Stock Movers (Laborer and Material Mover)	\$8-\$18/hr	High school diploma or HSE, short term OJT	657
Security Guards	\$11-\$30/hr	High school diploma or HSE, short term OJT	201
Retail Salespersons	\$8-\$18/hr	High school diploma or HSE, short term OJT	10,614
Stock Clerk/Order Fillers	\$10-\$22/hr	High school diploma or HSE, short term OJT	2,596
Cashiers	\$9-\$14/hr	High school diploma or HSE, short term OJT	7,909

What else will my employer expect? According to our survey of 100 area employers, the top ten traits that they expect of their employees are:

- 1. Show a positive attitude
- 2. Work well with others
- 3. Follow directions
- 4. Arrive to work on time
- 5. Recognize problems and find solutions
- 6. Manage time effectively
- 7. Apply good listening skills
- 8. Be honest and dependable
- 9. Pass a drug or background check
- 10. Dress properly and practice good grooming

Sounds great, so what's my next step? WorkOne NWI is your one-stop resource to move forward in your job search and career development, offering the tools and support you need including:

- Skills assessment
- Resume and cover letter writing assistance
- High school equivalency (HSE) prep and testing
- Training programs and workshops
- Access to training scholarships and grants

**There are nine WorkOne locations in Northwest Indiana.
Call 1-877-607-0680 or visit www.gotoworkonenw.com
today to find the one nearest you.**



The WorkOne System is an equal opportunity program and does not discriminate in the programs and services offered. Auxiliary aides and services are available upon request to individuals with disabilities.

The TDD/TTY number is 1-800-743-3333; Relay Indiana is 711.