



| NSW Department of Education

# Retail Supervisor

Retail supervisors supervise and coordinate the activities of retail sales workers.

[education.nsw.gov.au](http://education.nsw.gov.au)



## Job title examples

- Retail Store Supervisor
- Retail Leader
- Operations Supervisor – Retail
- Assistant Store Manager
- Store Supervisor

## What retail supervisors do?

- ensure that customers receive prompt service and quality goods and services
- respond to customers' enquiries and complaints about goods and services
- plan and prepare work schedules and assign staff to specific duties
- interview, hire, train, evaluate, dismiss and promote staff, and resolve staff grievances
- instruct staff on how to handle difficult and complicated sales procedures
- examine returned goods and decide on appropriate action
- take inventory of goods for sale and order new stock
- ensure that goods and services are correctly priced and displayed
- ensure safety and security procedures are enforced

## Main employing industries

- Retail trade

## Qualifications

The following government subsidised qualifications are available in NSW:

**Certificate IV in Community Pharmacy** available as a traineeship or qualification

**Certificate IV in Retail Management** available as a traineeship or qualification

**Certificate IV in Seafood Industry Sales and Distribution** available as a traineeship or qualification

**Course fees:** You may be eligible for government subsidised training under Smart and Skilled. Go to the [Course Finder](#) to find training in your area, estimate your fee and find a training provider.

## Job prospects and pay

- There are around 12,148 retail supervisors working in NSW.
- Over the next four years, employment in this occupation is expected to decline in NSW.

### Average weekly full-time earnings (before tax):

- Retail supervisors: \$923
- All occupations: \$1,200

## Related jobs

- Retail manager
- Sales assistant
- Sales representative
- Pharmacy sales assistant
- Motor vehicle and vehicle parts salesperson



To find out more regarding these related jobs, visit [education.nsw.gov.au/job-guides](https://education.nsw.gov.au/job-guides).

### Information sources

Occupations: Australian Bureau of Statistics, Australian and New Zealand Standard Classification of Occupations, 1220.0

Employment: Australian Bureau of Statistics, Labour Force, Australia, Detailed, Quarterly, 6291.0.55.003

Skills shortages: Department of Employment, Skill Shortage List NSW 2015-16

Job prospects: Centre of Policy Studies (CoPS), Victoria University, Employment Forecast Data for NSW 2015/16 to 2022/23

Earnings: Department of Employment, [joboutlook.gov.au](http://joboutlook.gov.au), based on ABS Characteristics of Employment Survey, August 2014