

Retail Sales Workers

SOC: 41-2022 • Career Profile Report

■ Key Facts

\$34,730 Median Salary	4,208,800 Employment	+0.0% Growth Rate
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■ Requirements & Salary Range

Education: No formal educational credential

■ Automation Risk Assessment

Medium Risk - 38.0% probability of being automated in the next 10-20 years.
This job has some routine elements but still requires human judgment and interaction.

■ Work-Life Balance

9.0/10 - Excellent work-life balance

■ Personality Fit (RIASEC)

Higher scores indicate better personality fit for this career type.

Realistic	4.4/10	Investigative	5.0/10
Artistic	5.4/10	Social	8.0/10
Enterprising	9.0/10	Conventional	5.8/10

■ Top Skills Required

Customer-service skills, Interpersonal skills, Math skills, Persistence, Persuasion

✓ Strengths

- High Demand
- Flexible Work
- Continuous Learning

■ Challenges

- Burnout Risk
- Rapid Technological Change

■ What They Do

Retail Sales Workers typically perform the following tasks:

- Receive payment or obtain credit authorization.
- Assist customers, such as responding to customer complaints and updating them about back-ordered parts.
- Fill customer orders from stock, and place orders when requested items are out of stock.
- Receive and fill telephone orders for parts.
- Locate and label parts, and maintain inventory of stock.
- Prepare sales slips or sales contracts.
- Read catalogs, microfiche viewers, or computer displays to determine replacement part stock numbers and prices.
- Determine replacement parts required, according to inspections of old parts, customer requests, or customers' descriptions of malfunctions.
- Examine returned parts for defects, and exchange defective parts or refund money.
- Manage shipments by researching shipping methods or costs and tracking packages.
- Mark and store parts in stockrooms, according to prearranged systems.
- Maintain and clean work and inventory areas.
- Place new merchandise on display.
- Advise customers on substitution or modification of parts when identical replacements are not available.
- Discuss use and features of various parts, based on knowledge of machines or equipment.
- Demonstrate equipment to customers, and explain functioning of equipment.
- Measure parts, using precision measuring instruments, to determine whether similar parts may be machined to required sizes.
- Pick up and deliver parts.
- Repair parts or equipment.

*Generated by StartRight • Data from U.S. Bureau of Labor Statistics & O*NET*

Source: <https://www.bls.gov/ooh/sales/retail-sales-workers.htm>