

# ACT Workforce Research Snapshot: Foundational Skills for Retail Careers

## Target Occupations in the Retail Industry

- The retail industry is comprised of businesses engaged in retailing merchandise and rendering services for the sale of merchandise.
- Careers in the retail industry constitute 15% (21.5 million jobs) of total occupational employment in the U.S.
- Retail careers are projected to grow more than 22% from 2010-2020 with more than 9 million openings (17% of total openings in the U.S.).

## Foundational Skills for Retail Careers

Top 20 Employing Target Retail Careers

O*Net Code	Occupation	Locating Information (Range 3-6)	Applied Mathematics (Range 3-7)	Reading for Information (Range 3-7)	Median Annual Wage (2010)	2010 Employment
41-2031.00	Retail Salespersons	4	3	3	\$ 20,670	4,261,600
43-4051.00	Customer Service Representatives	4	4	4	\$ 30,460	2,187,300
53-7062.00	Laborers & Freight, Stock, & Material Movers, Hand	4	3	3	\$ 23,460	2,068,200
43-3031.00	Bookkeeping, Accounting, & Auditing Clerks	4	4	4	\$ 34,030	1,898,300
43-5081.00	Stock Clerks & Order Fillers	4	3	3	\$ 21,290	1,787,400
43-5081.03	Stock Clerks- Stockroom, Warehouse, or Storage Yard	4	3	4	\$ 21,290	1,787,400
43-5081.04	Order Fillers, Wholesale & Retail Sales	3	3	3	\$ 21,290	1,787,400
43-1011.00	First-Line Supervisors of Office & Administrative Support Workers	4	4	5	\$ 47,460	1,424,400
53-3033.00	Truck Drivers, Light or Delivery Services	3	3	3	\$ 28,630	856,000
49-3023.01	Automotive Master Mechanics	4	4	3	\$ 35,790	723,400
49-3023.02	Automotive Specialty Technicians	3	3	3	\$ 35,790	723,400
43-5071.00	Shipping, Receiving, & Traffic Clerks	4	3	3	\$ 28,370	687,600
53-7051.00	Industrial Truck & Tractor Operators	3	3	3	\$ 29,780	522,200
49-1011.00	First-Line Supervisors of Mechanics, Installers, & Repairers	5	4	5	\$ 59,150	431,200
53-3031.00	Driver/Sales Workers	4	3	3	\$ 22,540	406,600
11-2022.00	Sales Managers	5	4	5	\$ 98,530	342,100
29-2052.00	Pharmacy Technicians	4	4	4	\$ 28,400	334,400
53-7061.00	Cleaners of Vehicles & Equipment	3	3	3	\$ 19,680	310,600
53-1021.00	First-Line Supervisors of Helpers, Laborers, & Material Movers	4	3	4	\$ 43,800	167,400
51-3011.00	Bakers	4	3	4	\$ 23,450	149,800

## About the Data

Wage and employment data are from the U.S. Bureau of Labor Statistics. Foundational skill levels are derived from ACT's job profile database which includes over 19,000 job analyses for occupations across a diverse array of industries and occupations. Foundational skill levels are presented for three WorkKeys® cognitive skills—Reading for Information, Applied Mathematics, and Locating Information for selected groups of targeted retail occupations over the next 8-10 years. These three skills have been consistently identified as important for success in a broad range of jobs. Additional data for skill levels for other WorkKeys cognitive assessments can be found at: [http://profiles.keytrain.com/profile\\_search/](http://profiles.keytrain.com/profile_search/).