

## NO RTEC JOB SPECIFIC SKILLS COMPETENCY

### SALES CLERK (Retail Trade)

DOT: 290.477-014 SVP 3

**Job Description:** Sell products and assist customers in retail stores such as tobacco shop, drug store, candy store, or liquor store.

**Physical Demands** - Light lifting, carrying, or moving (up to 20 lbs); **General Education Development** - R3 M2 L2; **Aptitudes** - Average Verbal, Numerical, Form Perception, Clerical Perception, Motor Coordination, Finger Dexterity, and Manual Dexterity.

### CORE SKILL COMPETENCIES/INDICATORS

1. Can demonstrate ability to operate cash register, 10 key adding machine, and credit card machine. (R, IN, S, T)
2. Can demonstrate ability to operate "point-of-sale" computer terminal. (R, IN, S, T)
3. Can demonstrate ability to assist customers in selecting and locating merchandise. (R, IN, I, S)
4. Can demonstrate and/or point out features of items sold. (R, IN, I, S)
5. Can demonstrate ability to appropriately answer customer questions about construction, materials, style, care, use, price, and warranties of merchandise. (R, IN, I, S)
6. Can demonstrate ability to accurately total price, tax, and discounts on merchandise purchased by customer, using paper and pencil, cash register, or calculator to determine bill. (R, IN, S, T)
7. Can demonstrate ability to receive payment for purchase (cash, checks, credit cards) assuring total payment is correct; make change, issue refunds, process credit transaction, as appropriate. (R, IN, S)
8. Can demonstrate ability to appropriately wrap, bag, or box merchandise for customers. (R, I, S)
9. Can demonstrate proper technique used to clear cash register, reconcile cash, checks, and credit slips. (R, IN, S, T)
10. Can demonstrate proper technique used to remove and record amount of cash in register at end of shift. (R, IN, S, T)
11. Can demonstrate proper technique for stocking and restocking shelves, racks, counters and/or tables with merchandise. (R, IN, S)
12. Can demonstrate ability to appropriately set up advertising displays and/or arrange merchandise on racks, counters and/or tables to promote sales. (R, IN, S)
13. Can demonstrate proper procedure for preparing stock inventory and completing stock order/reorder forms. (R, IN, S)
14. Can demonstrate proper technique used to stamp, mark, and/or tag price on merchandise. (R, IN, S, T)
15. Can demonstrate ability to correctly maintain record of sales, designated according to product sold or type of store. (R, IN, S)
16. Can demonstrate proper procedure for accepting shipments/deliveries, including checking packing slip and checking merchandise for damage. (R, IN, S)
17. Can demonstrate familiarity with procedures of all internal paperwork, such as vouchers, sales slips, purchase orders, invoices, credit slips, etc. (R, IN, S)
18. Can demonstrate ability to maintain sales area in neat, clean order, arranging merchandise, cleaning shelves, counters, tables, floors, etc. (R, S, T)
19. Can demonstrate good verbal communication skills. (I)

20. **Can demonstrate ability to deal with people beyond giving and receiving instructions. (I)**
21. **Can demonstrate ability to perform basic arithmetic operations quickly and accurately. (IN, S)**