

# Retail Salespersons & Cashiers

A guide for newcomers to British Columbia



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## Retail Salespersons [NOC 2021: 64100/NOC 2016: 6421] & Cashiers [NOC 2021: 65100/NOC 2016: 6611]

***Retail Salespersons may also be called:***

- *department store clerk*
- *retail sales clerk*
- *retail sales associate*
- *customer service clerk*

***Cashiers may also be called:***

- *grocery store/supermarket cashier*
- *box office/movie theatre cashier*

## 1. What Would I Do?

***Retail salespersons*** sell, rent or lease goods and services directly to customers.

Your duties can include:

- greeting customers and discussing the goods or services offered for purchase, rental or lease
- preparing sales, rental or leasing contracts and/or taking payment for services or goods using a cash register
- keeping sales records for inventory control
- tidying the store, creating display counters and stocking shelves
- explaining and answering questions about the products or services you are selling

**Cashiers** run cash registers, optical price scanners, computers or other equipment to record and accept payment for goods, services and admissions.

Your duties can include:

- greeting customers
- establishing the price of goods, services or admission and tabulating total payment required
- weighing produce and bulk foods
- receiving and processing payments by cash, cheque, credit card or automatic debit
- wrapping or placing merchandise in bags
- providing information to customers

More information:

- **WorkBC Career Profiles - Retail Salespersons & Cashiers**  
<https://www.workbc.ca/career-profiles/retail-salespersons>
- **Career Cruising (Profiles for 'Retail Salesperson' and 'Cashier')**  
<https://www.vpl.ca/digital-library/career-cruising>

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## 2. Am I Suited For This Job?

***Retail Salespersons should be:***

- *polite, friendly and patient*
- *self-starters who can interact well with customers*
- *persuasive and have good communication skills*
- *comfortable with computers*

***Cashiers should have:***

- *strong oral communication skills*
- *public relations skills*
- *patience*
- *basic math skills*
- *ability to work well under pressure*

**Retail Salespersons** usually work indoors although some sales (e.g. car sales, garden sales, lumber yards) involve working outdoors. You work on your feet most of the time. Hours tend to be irregular; evening and weekend work is common.

**Cashiers** usually run cash registers in an indoor environment. You work during the day, weekends, evenings and holidays. Hours tend to be irregular but can be flexible. Cashiers generally stand for long periods of time.

Sources: Career Cruising & WorkBC Career Profiles

### 3. What Are The Wages And Benefits?

#### **Retail Salespersons**

In British Columbia, the median annual salary for **retail salespersons** is \$31,701.

In BC's regions, you can expect to earn:

Community/Area	Low (\$/hour)	Median (\$/hour)	High (\$/hour)
<a href="#">British Columbia</a>	15.65	16.00	26.75
<a href="#">Cariboo Region</a>	15.65	16.00	25.00
<a href="#">Kootenay Region</a>	15.65	15.65	20.50
<a href="#">Lower Mainland–Southwest Region</a>	15.65	16.00	26.75
<a href="#">Nechako Region</a>	15.65	15.65	20.00
<a href="#">North Coast Region</a>	15.65	15.65	20.00
<a href="#">Northeast Region</a>	15.65	16.00	29.50
<a href="#">Thompson–Okanagan Region</a>	15.65	15.75	31.25
<a href="#">Vancouver Island and Coast Region</a>	15.65	16.25	25.00

Table from Job Bank Canada Wages <https://www.jobbank.gc.ca/trend-analysis/search-wages>

## Retail Salespersons & Cashiers

### *A guide for newcomers to British Columbia*

Your earnings as a **retail salesperson** vary depending on experience, location, and employer. For example, large department stores may pay more than small independent stores. Also, some stores pay a salary plus commission, so you get a percentage of the sale price of each item you sell. Some salespeople get only a salary. Others are paid by commission only.

### **Cashiers**

In British Columbia, the median annual salary for **cashiers** is \$31,701.

In BC's regions, you can expect to earn:

Community/Area	Low (\$/hour)	Median (\$/hour)	High (\$/hour)
<a href="#">British Columbia</a>	15.65	15.65	18.00
<a href="#">Cariboo Region</a>	15.65	15.65	16.20
<a href="#">Kootenay Region</a>	15.65	15.65	19.25
<a href="#">Lower Mainland–Southwest Region</a>	15.65	15.65	19.00
<a href="#">Nechako Region</a>	15.65	15.65	20.00
<a href="#">North Coast Region</a>	15.65	15.65	20.00
<a href="#">Northeast Region</a>	15.65	15.65	17.00
<a href="#">Thompson–Okanagan Region</a>	15.65	15.65	18.00
<a href="#">Vancouver Island and Coast Region</a>	15.65	15.65	17.50

Table from Job Bank Canada Wages <https://www.jobbank.gc.ca/trend-analysis/search-wages>

In addition to a salary, **retail salespersons & cashiers** may receive job benefits such as health insurance and paid vacations. Cashiers who work in retail stores often receive discounts on merchandise as well. Benefits are usually better for full-time cashiers than those working part-time.

Sources: WorkBC & Career Cruising

## 4. What Is The Job Outlook In BC?

### **Retail Salespersons:**

90,800 people are currently employed as retail salespersons in BC. Most jobs are in the Mainland/Southwest and Vancouver Island/Coast regions of the province.

### **Employment Outlook Retail Salespersons**

Expected Job Openings (2022-2032)

25,860

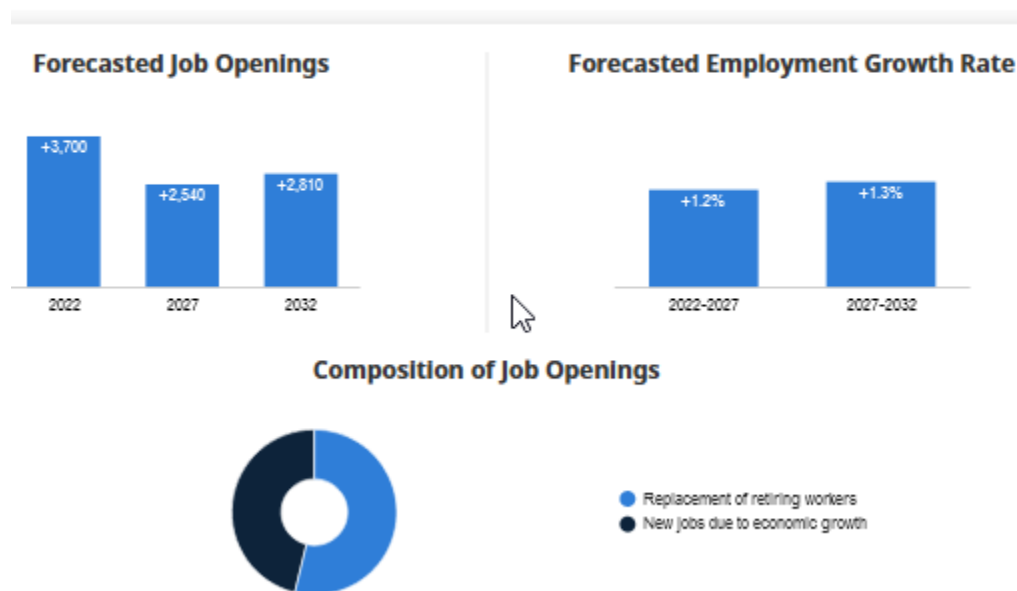


Chart from WorkBC

### **Cashiers:**

38,800 people are currently employed as cashiers in BC. Most jobs are in the Mainland/Southwest and Vancouver Island/Coast regions of the province.

## Employment Outlook Cashiers



Chart from WorkBC

## 5. How do I become a Retail Salesperson or a Cashier?

### ***Retail Salespersons:***

In B.C., no standard training or education is required for retail salespersons although secondary school graduation is preferred. Some positions require little or no prior knowledge, while others (e.g. car salesperson) require a lot of training to make sure staff are knowledgeable about the product(s) they are selling.

Other training may include on-the-job training, which can range from one-on-one instruction in small stores to official training programs in large chain stores.

The **Retail Council of Canada** also offers formal training through the Retail Education Training and Certification Programs.

- **Retail Council of Canada Training & Certification**

- <https://www.retailcouncil.org/resources/education/>

**Cashiers:**

In B.C., no standard training or education is required for cashiers. Cashiers are not expected to have any post-secondary training although they may need some secondary school education.

Other training and requirements may include:

- on-the-job training
- fluency in both spoken and written English
- some general arithmetic to calculate customer transactions
- a gaming license for cashiers working at casinos
- some employers may require that cashiers are bonded (ability to be insured by the hiring company, so that in the event of theft or loss by the employee the company is insured for the value of the loss; this process usually requires criminal record and credit checks)

Source: WorkBC



## 6. How Do I Find A Job?

### ***Where would I work?***

#### ***Retail salespersons may work in:***

- *small, medium and large organizations, including stores and other retail and wholesale businesses*

#### ***Cashiers may work in:***

- *organizations of all sizes, including stores, restaurants, theatres, recreational and sports establishments, currency exchange booths, government offices, business offices and other service, retail and wholesale establishments*

### ***Finding Advertised Jobs***

Jobs are advertised in a variety of sources including newspapers, magazines and online job sites.

#### ***Local Newspapers***

You can look at the *Vancouver Sun* & *The Province* at Vancouver Public Library for free. Check the job postings daily, the careers section in the *Vancouver Sun* on Wednesdays and Saturdays and, in *The Province* on Sundays.

#### ***Online Job Postings***

- **Retail.ca**  
<https://www.retail.ca/>
- **Retail Council of Canada Job Connect**  
<https://www.retailcouncil.org/resources/tools/job-connect/>
- **go2HR**  
<https://www.go2hr.ca/jobs> [search for 'cashier' or 'store']
- **Indeed.ca**  
<https://ca.indeed.com>
- **WorkBC Job Search**  
<https://www.workbc.ca/search-and-prepare-job/find-jobs#/job-search>

### ***Finding "Hidden Jobs"***

Many job vacancies are not advertised. The resources below will help you *with finding jobs in this "hidden" job market.*

### ***Using Directories to Create a List of Potential Employers***

You can use company directories to produce lists of employers who are in the retail sales business. Contact them directly to find out if they're hiring.

- **Directory of Retail Chains in Canada**

Available at the Central Library, Level 4, Reference Resource, C380 D5983

- **Who's Who: Canadian Grocer Magazine's Annual Directory of Chains & Groups in Canada**

Available at the Central Library, Level 4, Reference Resource, 380 Fo6Cw

- **Reference Canada**

<https://www.vpl.ca/digital-library/reference-canada>

Click on "Start Search" beside Canadian Businesses, then select the "Advanced Search" button. Select both "Keyword/SIC/NAICS" under Business Type and "City" under Geography. In the top search box enter "Retail shops"\*\*\* and click SEARCH. Select the appropriate headings. Lower down, select the Province, choose the cities, and click the "View Results" button.

\*\*\*You can also search for other businesses/retail environments by entering the type of business followed by 'retail', e.g. 'shoes retail', 'liquors retail' 'hardware retail'.

*Available from the VPL Digital Library | Explore our Digital Library page*

**NOTE:** *You can access this database from a Library computer. If you are using a computer from outside the Library, you will need a Vancouver Public Library card to login to this database. After clicking on the database name, you will be asked to enter your library card number and PIN (usually last four digits of your telephone number*

## **Networking, Volunteering and Temporary Agencies**

Many positions are filled by people who have been recommended by someone they know. Networking, working as a volunteer or registering with a temporary employment agency are good ways of helping you find jobs and meet people in your industry.

### **Networking and the Hidden Job Market:**

*When looking for work, be sure to talk to friends, relatives and neighbours. They may know someone who is hiring! Working as a volunteer, attending events, and joining clubs and associations are good ways to gain "Canadian experience." They are also good ways to meet people to learn about the local job market.*

### **Volunteer opportunities**

- **Volunteer BC**

<https://volunteerbc.bc.ca/>

- **Charity Village**

<https://charityvillage.com>

- **GoVolunteer.ca**

<https://govolunteer.ca/>

- **Charity Village**

<https://charityvillage.com> [under search box, select 'volunteer listings, then enter 'retail' or 'sales' or 'cashier']

*For additional tips see:*

- **Networking for Employment**

<https://www.vpl.ca/siic/guide/job-search-resources/networking-for-employment>

- **Getting Canadian Work Experience**

<https://www.vpl.ca/siic/guide/job-search-resources/getting-canadian-work-experience>

## 7. Applying for a Job

In Canada, employers usually expect to receive a resume and a cover letter that identifies the position you are applying for and summarizes your relevant experience.

Use the library catalogue, <https://vpl.bibliocommons.com/> to find books on writing resumes and cover letters specific to your industry.

*For more information see:*

- **Writing Resumes and Cover Letters**

<https://www.vpl.ca/siic/guide/job-search-resources/writing-resumes-and-cover-letters>

## 8. Where Can This Job Lead?

**Retail salespersons:** With additional training or experience, progression to retail supervisor, department manager or store manager is possible. Depending on the size of the company, progression to a regional/provincial manager is possible. In some retail companies it is also possible to move into team training positions.

**Cashiers:** With additional training or experience, cashiers may progress to supervisory positions, such as head cashier, or to management positions.

## 9. Where Can I Find More Information?

- **Retail Council of Canada (RCC)**  
<https://www.retailcouncil.org/>
- **Canadian Professional Sales Association (CPSA)**  
<https://www.cpsa.com/>
- **National Retail Federation [US]**  
<https://nrf.com/>
- **Learn More About Working in BC and Canada**  
<https://www.vpl.ca/siic/guide/job-search-resources/learn-more-about-working-in-bc-and-canada>

***Questions? Please ask the Information Staff at the Central Library or telephone 604-331-3603.***

*Please note that the information in this guide is also available online through the Skilled Immigrant InfoCentre website at <https://www.vpl.ca/siic>.*