



WHOLESALE AND RETAIL:WHRT4

LESSON 2

Notes and Activities

CAREER OPPORTUNITIES IN WHOLESALE AND RETAIL: US 259937

TOPIC:CAREER PATH

By the end of this Lesson you should be able to :

Identify and list the minimum skills required level positions.

1. Define career path
2. Select the preferred career path
3. Describe the career opportunities in the operational and support areas of the wholesale and retail sector
4. Explain how to expand your career path

This unit deals with career path, opportunities and knowledge as it relates to wholesale and retail.

Entry Level Positions and Skills Required

Position	Function	Qualification	Skills
1.Order Clerk	Receive and process goods or services	No specific course an order clerk can complete Training done on the job Matric or equivalent qualification	Computer literate Communication in English
2. Receiving Clerk	Determines whether the order has been billed correctly	Training on the job Matric or equivalent qualification Some complete Basic Administration or	Computer literate Communication

		Business Economics	
3. Dispatch Clerk	Keep a file of claims for overcharges and for goods that are damaged during transportation	Training on the job Matric or equivalent qualification	Computer literate Communication in English
4. Shipping Clerk	Keeps records of all outgoing shipments Prepare shipping documents	Training on the job Matric or equivalent qualification	Computer literate Communication
5. Sales Assistant	Screens telephone calls to sales representatives Contribute to customer satisfaction	Product knowledge	Communication Problem solving skills

6. Credit Controller	Send out invoices and credit notes Follow up on late payments	Grade 12 with accounting background	Computer literate Counting skills
7. Shelf Packer	Place goods neatly on floors Fills shelves with goods	Training on the job Minimum of grade 10	Communication and maths literacy skills
8. Cahier	Total bills Receives money	No specific qualification Some employers may prefer matric	Neat in appearance Communication Maths Literacy
9. Forklift Driver	Operate forklift that moves bulk materials	Fork lift driver operator license Some employees may prefer matric	Forklift operator
10. Delivery Driver	Drives a car, bakkie, Or trucks to deliver products	Code 2 or 3 driver's license	Driving experience
11. Order Clerk	Sort and place material and items on racks, shelves or in bins according to sequence	Training on the job or institutions that offer short courses Some employees may prefer matric	Computer skills

12. Stockroom Clerk	Distribute and ship items Do physical stock take	Matric Training on the job	Code 8 driver's license
13. Help desk operator	Provide customer service to clients	Matric In house training	Communication Computer literate

Career Path

What is a career path ?

A career path is **process** that an employee follows to **guide** his or her movement through the different organisational levels. To successfully career path your future, you will need to be able to understand, skills, what knowledge and personal characteristics and work experience you will require to move upwards or literally in an organisation.

How to expand your career path?

To move upwards, an individual is usually promoted to your a higher level.

To be promoted to a higher position, **you need to increase qualification levels (knowledge and skills) and your work experience.**

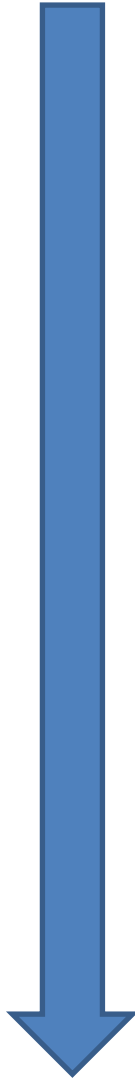
A promotion is a form of reward that organizations offer for good consistent performance.

A **lateral** movement within an organizations means that an employee moves to a similar role in the organization, which change, thereby expanding the employees' career path.

To successfully career path, you will have to analyse the following honestly:

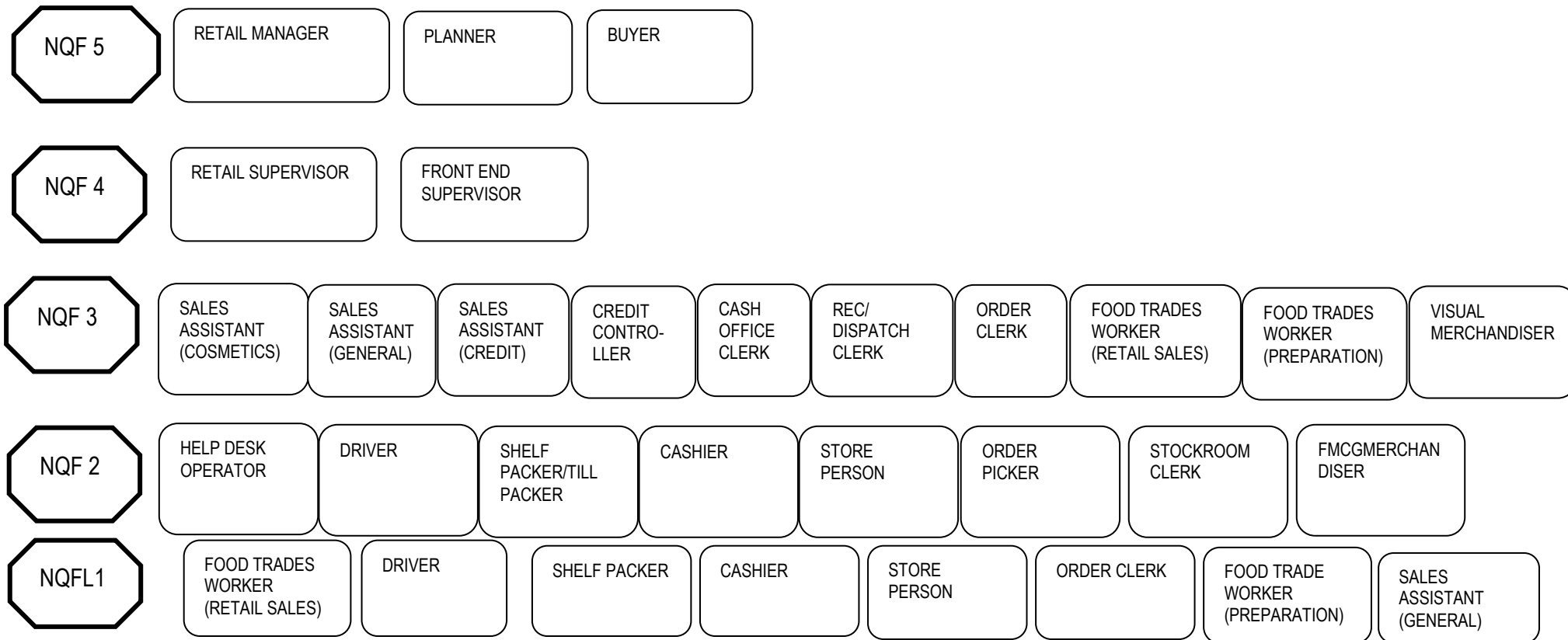
- Your current skills
- Your current knowledge
- Your work experience

NQF POSITION CHART



The diagram below shows how a person can move upwards by increasing his or her knowledge

**NQF
POSITIONS
CHART**



Activity 1

- 1.1 Define the term “career path” (2)
- 1.2 Differentiate between a job and a career (2)
- 1.3 Refer to the NQF positions chart, at what NQF level is the following occupation?
• Supervisor
• Store person
• Store manager
Food trades worker (Preparation (6)
- 1.4 What does a help desk operator do (2)
- 1.5 What skills does a shelf packer need (2)
- 1.6 For a cashier to progress to a sales assistant , would he or she need to do a full qualification or a short course (2)

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