

## **Breaking Down Job Tasks to Find Skills**

Here is a list of job tasks, taken from a recent job posting for a Retail Associate in a large retail chain store. How can we identify what transferrable skills are required to complete these job tasks?

Meet, greet and thank customers
Provide friendly, courteous and informed service about hardware, woodworking, plumbing, electrical and paint
Guide customers to location of products
Suggest value-added and related products
Operate paint computer and mix paint
Stock shelves and display areas
Keep stock clean, faced and orderly
Locate products in the warehouse
Control inventory accuracy and identify and report low stock
Keep informed of promotions and in-store deals
Maintain professional appearance (uniform, hygiene, grooming and name tag)
Adhere to company, store and department policies
Follow store health & safety program and observe provincial occupational health & safety regulations; report any observed or potential hazards immediately
Participate in meetings and all training, as required

You can now use these skills in your cover letter and resume to show the employer you have what you need to get the job done!