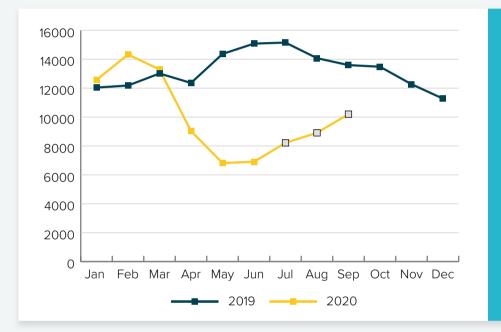


## October2020 Skills Profile

# Managers and Directors in Retail and Wholesale

#### Job postings - Managers and Directors in Retail and Wholesale



**13,595** September 2019 Unique Postings

**10,198** September 2020 Unique Postings

### Top 20 Skills

1.	Sales	14%
2.	Customer Service	14%
3.	Communications	19%
4.	Management	12%
5.	Leadership	19%
6.	Customer Experience	23%
7.	Enthusiasm	20%
8.	Retail Sales	18%
9.	Key Performance Indicators (	9%
10.	Professionalism	17%

#### % chg last mth

11. Sales Management	9%
12. Cost Management	25%
13. Operations	10%
14. Merchandising	17%
15. Programming Tools	25%
16. Self Starter	16%
17. Selling Techniques	6%
18. Retail Management	8%
19. Point Of Sale	17%
20. Mentorship	16%