



# 2021 Alberta Wage and Salary Survey

## Retail trade industry summary report

### Overview

The Alberta Wage and Salary Survey is undertaken by the Alberta government to provide current wage rates and skill shortage information on various occupations in Alberta, and in specific industries and economic regions. This labour market information helps Alberta employers to fine-tune their compensation and recruitment strategies, helps individuals make career and education choices, and aids the provincial government in developing effective policies and providing services.

### Survey results

The survey was completed with 667 employers in the Retail trade sector who provided information on over 32,620 employees in various occupational classifications<sup>1</sup>. Survey data were collected between January and August 2021. Alberta Wage and Salary Survey results by four-digit National Occupational Classification (NOC) for all of Alberta, by industry group, and by geographic area can be found at [www.alis.alberta.ca/occinfo](http://www.alis.alberta.ca/occinfo)

### Wages for selected occupations

The following table illustrates the wage survey results associated with some common occupations within this industry<sup>2</sup>. The tables below presents results for three-digit NOC minor groups and for four-digit NOCs.

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<sup>1</sup>The estimated sample error at the establishment level for overall results for this industry is estimated to be  $\pm 3.7\%$  at a 95% confidence level (i.e., 19 times out of 20) taking into account the sample design effect associated with over/under sampling and data weighting.

<sup>2</sup>Occupations were selected as the top occupations in terms of number of employees as per Statistics Canada 2016 Census for this industry and supplemented by other occupations frequently reported by industry employers. Only occupations with a minimum number of reportable observations were selected. Some occupations common to this industry may not be listed if sufficient reliable data were not available.

RETAIL TRADE INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	# of Employees	Data Reliability Code	Avg. Hours Worked per Week	Avg. Starting Pay	Avg. Top Pay	Overall Average Pay for All Employees
<b>Common Business, Managerial, Administrative, and Clerical Occupations</b>							
001 Legislators and senior management	29	54	B	40.9	\$56.09	\$66.84	\$63.77
0015 Senior managers - trade, broadcasting and other services, n.e.c.	27	50	B	41.0	\$58.60	\$67.51	\$64.22
011 Administrative services managers	65	167	A	40.6	\$34.87	\$49.34	\$43.34
0111 Financial managers	48	55	A	39.6	\$36.05	\$48.78	\$43.59
0114 Other administrative services managers	20	62	B	42.4	\$36.65	\$50.05	\$42.75
012 Managers in financial and business services	66	182	A	41.3	\$39.21	\$68.29	\$53.88
0122 Banking, credit and other investment managers	45	120	B	41.3	\$40.92	\$77.56	\$59.68
062 Retail and wholesale trade managers	419	2,290	A	40.0	\$28.84	\$44.32	\$36.57
0621 Retail and wholesale trade managers	419	2,290	A	40.0	\$28.84	\$44.32	\$36.57
071 Managers in construction and facility operation and maintenance	28	75	B	40.0	\$32.03	\$45.97	\$43.04
0714 Facility operation and maintenance managers	27	70	B	40.0	\$31.81	\$45.92	\$42.99

<b>RETAIL TRADE INDUSTRY Selected Occupations (4-Digit NOC)</b>	<b>Employers Reporting (n)</b>	<b># of Employees</b>	<b>Data Reliability Code</b>	<b>Avg. Hours Worked per Week</b>	<b>Avg. Starting Pay</b>	<b>Avg. Top Pay</b>	<b>Overall Average Pay for All Employees</b>
111 Auditors, accountants and investment professionals	55	74	B	39.5	\$27.45	\$38.60	\$33.66
1111 Financial auditors and accountants	53	72	B	39.5	\$27.24	\$38.59	\$33.58
112 Human resources and business service professionals	56	108	A	36.3	\$22.76	\$33.23	\$28.65
1121 Human resources professionals	12	20	C	39.8	\$25.09	\$44.15	\$34.91
1123 Professional occupations in advertising, marketing and public relations	49	84	B	35.5	\$22.26	\$30.92	\$27.35
121 Administrative services supervisors	28	125	B	40.4	\$22.95	\$30.06	\$28.03
1215 Supervisors, supply chain, tracking and scheduling co-ordination occupations	23	77	B	40.5	\$23.40	\$30.65	\$29.61
122 Administrative and regulatory occupations	66	123	A	38.7	\$23.58	\$34.15	\$29.57
1221 Administrative officers	61	100	A	38.7	\$23.56	\$34.67	\$29.80
124 Office administrative assistants - general, legal and medical	72	247	A	37.6	\$18.65	\$24.30	\$21.04
1241 Administrative assistants	72	247	A	37.6	\$18.65	\$24.30	\$21.04
131 Finance, insurance and related business administrative occupations	61	87	A	33.5	\$20.25	\$28.39	\$25.40

RETAIL TRADE INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	# of Employees	Data Reliability Code	Avg. Hours Worked per Week	Avg. Starting Pay	Avg. Top Pay	Overall Average Pay for All Employees
1311 Accounting technicians and bookkeepers	59	83	A	33.2	\$20.35	\$28.32	\$25.45
141 General office workers	105	367	A	35.6	\$17.11	\$24.95	\$20.34
1411 General office support workers	52	165	B	38.3	\$18.23	\$29.74	\$23.47
1414 Receptionists	75	201	A	34.1	\$16.49	\$22.06	\$18.58
143 Financial, insurance and related administrative support workers	140	374	A	37.0	\$19.95	\$31.25	\$25.41
1431 Accounting and related clerks	133	336	A	36.8	\$19.75	\$29.93	\$24.15
1432 Payroll administrators	13	22	C	37.9	\$25.74	\$29.62	\$28.61
151 Mail and message distribution occupations	17	51	B	28.5	\$15.57	\$19.02	\$17.09
1511 Mail, postal and related workers	17	51	A	28.5	\$15.57	\$19.02	\$17.09
152 Supply chain logistics, tracking and scheduling co-ordination occupations	221	1,292	B	39.2	\$18.32	\$26.85	\$22.28
1521 Shippers and receivers	98	527	B	38.5	\$16.80	\$23.44	\$19.11
1522 Storekeepers and partspersons	136	619	A	39.8	\$19.05	\$29.72	\$24.40

<b>RETAIL TRADE INDUSTRY Selected Occupations (4-Digit NOC)</b>	<b>Employers Reporting (n)</b>	<b># of Employees</b>	<b>Data Reliability Code</b>	<b>Avg. Hours Worked per Week</b>	<b>Avg. Starting Pay</b>	<b>Avg. Top Pay</b>	<b>Overall Average Pay for All Employees</b>
1524 Purchasing and inventory control workers	33	98	B	38.5	\$18.17	\$24.06	\$21.19

<b>Common Professional, Technical, Skilled, and Labour Occupations</b>							
224 Technical occupations in electronics and electrical engineering	22	123	B	39.4	\$22.46	\$36.67	\$28.19
2242 Electronic service technicians (household and business equipment)	19	110	C	39.7	\$22.23	\$36.65	\$27.39
228 Technical occupations in computer and information systems	12	24	C	37.5	\$22.82	\$33.95	\$30.38
313 Pharmacists, dietitians and nutritionists	53	298	A	33.4	\$47.12	\$51.63	\$49.76
3131 Pharmacists	53	298	A	33.4	\$47.12	\$51.63	\$49.76
321 Medical technologists and technicians (except dental health)	27	127	B	32.8	\$19.38	\$29.47	\$24.24
3219 Other medical technologists and technicians (except dental health)	27	127	B	32.8	\$19.38	\$29.47	\$24.24
341 Assisting occupations in support of health services	43	224	A	32.3	\$16.64	\$23.66	\$19.53
3414 Other assisting occupations in support of health services	43	224	A	32.3	\$16.64	\$23.66	\$19.53

<b>RETAIL TRADE INDUSTRY Selected Occupations (4-Digit NOC)</b>	<b>Employers Reporting (n)</b>	<b># of Employees</b>	<b>Data Reliability Code</b>	<b>Avg. Hours Worked per Week</b>	<b>Avg. Starting Pay</b>	<b>Avg. Top Pay</b>	<b>Overall Average Pay for All Employees</b>
524 Creative designers and craftspersons	21	106	B	37.0	\$19.12	\$27.85	\$24.94
5244 Artisans and craftspersons	9	30	D	36.6	\$19.02	\$29.01	\$25.39
621 Retail sales supervisors	119	1,545	A	36.9	\$18.11	\$26.17	\$22.65
6211 Retail sales supervisors	119	1,545	A	36.9	\$18.11	\$26.17	\$22.65
622 Technical sales specialists in wholesale trade and retail and wholesale buyers	30	169	B	39.0	\$26.09	\$43.23	\$32.15
6221 Technical sales specialists - wholesale trade	16	118	C	40.0	\$29.62	\$49.17	\$36.91
6222 Retail and wholesale buyers	16	51	C	37.3	\$20.88	\$32.36	\$24.76
631 Service supervisors	17	74	B	35.8	\$18.88	\$25.30	\$21.94
633 Butchers and bakers	31	253	A	33.2	\$16.82	\$24.41	\$20.56
6331 Butchers, meat cutters and fishmongers - retail and wholesale	22	168	B	30.7	\$17.76	\$26.50	\$22.60
6332 Bakers	19	85	C	36.3	\$15.67	\$21.85	\$18.06
641 Sales and account representatives - wholesale trade (non-technical)	31	107	B	38.7	\$25.10	\$36.25	\$30.78

RETAIL TRADE INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	# of Employees	Data Reliability Code	Avg. Hours Worked per Week	Avg. Starting Pay	Avg. Top Pay	Overall Average Pay for All Employees
6411 Sales and account representatives - wholesale trade (non-technical)	31	107	B	38.7	\$25.10	\$36.25	\$30.78
642 Retail salespersons	429	9,664	B	28.6	\$16.33	\$29.08	\$19.66
6421 Retail salespersons	429	9,664	B	28.6	\$16.33	\$29.08	\$19.66
655 Customer and information services representatives	130	1,403	B	34.6	\$17.37	\$26.87	\$21.40
6552 Other customer and information services representatives	130	1,392	B	34.7	\$17.36	\$26.91	\$21.41
661 Cashiers	154	3,396	A	25.2	\$15.07	\$20.49	\$16.76
6611 Cashiers	154	3,396	A	25.2	\$15.07	\$20.49	\$16.76
662 Other sales support and related occupations	89	3,849	A	27.4	\$15.00	\$22.50	\$17.22
6621 Service station attendants	17	339	C	30.1	\$14.88	\$19.15	\$16.13
6622 Store shelf stockers, clerks and order fillers	78	3,468	A	27.3	\$15.01	\$22.85	\$17.31
671 Food counter attendants, kitchen helpers and related support occupations	21	137	B	27.7	\$15.12	\$19.78	\$17.06
6711 Food counter attendants, kitchen helpers and related support occupations	21	137	B	27.7	\$15.12	\$19.78	\$17.06

RETAIL TRADE INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	# of Employees	Data Reliability Code	Avg. Hours Worked per Week	Avg. Starting Pay	Avg. Top Pay	Overall Average Pay for All Employees
673 Cleaners	103	359	A	36.8	\$16.84	\$21.80	\$18.95
6732 Specialized cleaners	74	277	A	38.1	\$16.46	\$21.55	\$18.41
6733 Janitors, caretakers and building superintendents	32	74	B	32.8	\$18.51	\$23.80	\$22.02
674 Other service support and related occupations, n.e.c.	53	181	A	36.7	\$16.12	\$21.69	\$18.12
6742 Other service support occupations, n.e.c.	53	181	A	36.7	\$16.12	\$21.69	\$18.12
730 Contractors and supervisors, maintenance trades and heavy equipment and transport operators	42	69	B	40.7	\$33.34	\$38.64	\$36.65
7301 Contractors and supervisors, mechanic trades	33	47	B	40.6	\$35.65	\$41.49	\$39.36
731 Machinery and transportation equipment mechanics (except motor vehicles)	12	134	B	40.3	n/a	\$42.99	\$36.12
7312 Heavy-duty equipment mechanics	9	128	B	40.3	n/a	\$43.09	\$35.61
732 Automotive service technicians	131	1,045	A	40.3	\$30.94	\$42.13	\$34.98
7321 Automotive service technicians, truck and bus mechanics and mechanical repairers	127	957	A	40.4	\$31.34	\$42.79	\$35.67



RETAIL TRADE INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	# of Employees	Data Reliability Code	Avg. Hours Worked per Week	Avg. Starting Pay	Avg. Top Pay	Overall Average Pay for All Employees
7322 Motor vehicle body repairers	18	88	C	39.5	\$26.41	\$36.62	\$29.41
733 Other mechanics and related repairers	21	122	B	38.1	\$20.89	\$31.91	\$27.65
7334 Motorcycle, all-terrain vehicle and other related mechanics	12	54	C	39.8	\$21.54	\$33.25	\$28.48
738 Printing press operators and other trades and related occupations, n.e.c.	11	108	B	40.0	\$22.70	\$34.86	\$28.83
7384 Other trades and related occupations, n.e.c.	11	108	B	40.0	\$22.70	\$34.86	\$28.83
744 Other installers, repairers and servicers	27	133	B	39.1	\$18.19	\$27.41	\$22.64
7441 Residential and commercial installers and servicers	11	58	C	39.3	\$21.16	\$32.42	\$27.40
7445 Other repairers and servicers	16	75	C	39.0	\$16.47	\$24.54	\$19.92
745 Longshore workers and material handlers	64	1,057	A	35.3	\$16.01	\$23.16	\$18.74
7452 Material handlers	64	1,057	A	35.3	\$16.01	\$23.16	\$18.74
751 Motor vehicle and transit drivers	103	482	A	38.9	\$19.05	\$24.90	\$21.44
7511 Transport truck drivers	30	170	B	42.8	\$21.48	\$30.50	\$24.92

RETAIL TRADE INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	# of Employees	Data Reliability Code	Avg. Hours Worked per Week	Avg. Starting Pay	Avg. Top Pay	Overall Average Pay for All Employees
7512 Bus drivers, subway operators and other transit operators	28	80	A	34.7	\$15.53	\$17.70	\$16.31
7514 Delivery and courier service drivers	58	232	A	37.7	\$18.45	\$23.05	\$20.75
753 Other transport equipment operators and related maintenance workers	54	593	A	40.4	\$17.58	\$22.68	\$20.38
7535 Other automotive mechanical installers and servicers	54	593	A	40.4	\$17.58	\$22.68	\$20.38
761 Trades helpers and labourers	21	106	B	35.1	\$18.64	\$26.27	\$22.37

“n” in the above table represents the number of employers who indicated at least one employee in an occupation. For example, 21 employers combined reported wages for 106 Trades helpers and labourers (NOC 761).

Averages are calculated using data weighted by establishment to account for survey non-response (stratified by region, industry group and employer size) and by number of employees reported.

“n/a” indicates that results have been suppressed due to missing data for some employers or due to calculation anomalies.

Data Reliability Codes are based on coefficient of variation as an indicator of general reliability: “A”: coefficient of variation of less than or equal to  $\pm 6.00\%$ , “B”: from  $\pm 6.01\%$  to  $\pm 15.00\%$ , “C”: from  $\pm 15.01\%$  to  $\pm 33.00\%$ , “D”: more than  $\pm 33.01\%$ .

## Job vacancies and hiring difficulties – selected occupations

The following table illustrates the job vacancy survey results associated with some common occupations within the Retail trade industry as cited by survey respondents and confirmed through review of the data.

<b>RETAIL TRADE INDUSTRY Selected Occupations (4-Digit NOC)</b>	<b>Employers Reporting (n)</b>	<b>% of Employers that Hired for this Occupation within the Last 2 Years</b>	<b>% of Employers Experiencing Hiring Difficulties (out of those hiring)</b>	<b>% of Employers with Vacancies of Greater than 4 Months</b>	<b>Job Vacancy Rate</b>
<b>Common Business, Managerial, Administrative, and Clerical Occupations</b>					
001 Legislators and senior management	27-28	1%	n/a	0%	n/a
0015 Senior managers - trade, broadcasting and other services, n.e.c.	26	1%	n/a	0%	n/a
011 Administrative services managers	62-64	12%	14%	0%	n/a
0111 Financial managers	45-47	6%	n/a	0%	n/a
0114 Other administrative services managers	19-20	14%	n/a	0%	n/a
012 Managers in financial and business services	63-65	34%	11%	4%	1.9%
0122 Banking, credit and other investment managers	44	43%	16%	7%	2.7%
062 Retail and wholesale trade managers	396-401	22%	24%	1%	n/a
0621 Retail and wholesale trade managers	396-401	22%	24%	1%	n/a
071 Managers in construction and facility operation and maintenance	25-26	29%	16%	0%	n/a

<b>RETAIL TRADE INDUSTRY Selected Occupations (4-Digit NOC)</b>	<b>Employers Reporting (n)</b>	<b>% of Employers that Hired for this Occupation within the Last 2 Years</b>	<b>% of Employers Experiencing Hiring Difficulties (out of those hiring)</b>	<b>% of Employers with Vacancies of Greater than 4 Months</b>	<b>Job Vacancy Rate</b>
0714 Facility operation and maintenance managers	25-26	29%	17%	0%	n/a
111 Auditors, accountants and investment professionals	53-54	23%	19%	0%	n/a
1111 Financial auditors and accountants	51-52	23%	19%	0%	n/a
112 Human resources and business service professionals	50-54	27%	0%	2%	2.2%
1121 Human resources professionals	9-11	28%	n/a	4%	2.6%
1123 Professional occupations in advertising, marketing and public relations	45-48	28%	0%	2%	2.2%
121 Administrative services supervisors	23-26	26%	25%	8%	4.8%
1215 Supervisors, supply chain, tracking and scheduling co-ordination occupations	20-21	18%	28%	5%	3.2%
122 Administrative and regulatory occupations	62-64	24%	1%	1%	n/a
1221 Administrative officers	57-59	23%	0%	0%	n/a
124 Office administrative assistants - general, legal and medical	65-68	46%	5%	4%	1.6%

<b>RETAIL TRADE INDUSTRY Selected Occupations (4-Digit NOC)</b>	<b>Employers Reporting (n)</b>	<b>% of Employers that Hired for this Occupation within the Last 2 Years</b>	<b>% of Employers Experiencing Hiring Difficulties (out of those hiring)</b>	<b>% of Employers with Vacancies of Greater than 4 Months</b>	<b>Job Vacancy Rate</b>
1241 Administrative assistants	65-68	46%	5%	4%	1.6%
131 Finance, insurance and related business administrative occupations	58-59	29%	14%	2%	1.5%
1311 Accounting technicians and bookkeepers	56-57	27%	15%	2%	1.5%
141 General office workers	94-97	48%	10%	0%	n/a
1411 General office support workers	44-47	38%	15%	0%	n/a
1414 Receptionists	70-71	54%	8%	1%	n/a
143 Financial, insurance and related administrative support workers	133-138	24%	6%	1%	n/a
1431 Accounting and related clerks	127-131	23%	6%	1%	n/a
1432 Payroll administrators	12-13	33%	6%	0%	n/a
151 Mail and message distribution occupations	17	48%	31%	0%	0.0%
1511 Mail, postal and related workers	17	48%	31%	0%	0.0%
152 Supply chain logistics, tracking and scheduling co-ordination occupations	208-212	40%	14%	3%	3.7%

<b>RETAIL TRADE INDUSTRY Selected Occupations (4-Digit NOC)</b>	<b>Employers Reporting (n)</b>	<b>% of Employers that Hired for this Occupation within the Last 2 Years</b>	<b>% of Employers Experiencing Hiring Difficulties (out of those hiring)</b>	<b>% of Employers with Vacancies of Greater than 4 Months</b>	<b>Job Vacancy Rate</b>
1521 Shippers and receivers	91-93	34%	19%	5%	n/a
1522 Storekeepers and partspersons	129-132	52%	13%	1%	n/a
1524 Purchasing and inventory control workers	30-31	29%	16%	4%	2.6%
<b>Common Professional, Technical, Skilled, and Labour Occupations</b>					
224 Technical occupations in electronics and electrical engineering	22	32%	25%	0%	n/a
2242 Electronic service technicians (household and business equipment)	19	34%	29%	0%	n/a
228 Technical occupations in computer and information systems	10-12	25%	n/a	0%	n/a
313 Pharmacists, dietitians and nutritionists	48-49	53%	55%	10%	4.0%
3131 Pharmacists	48-49	53%	55%	10%	4.0%
321 Medical technologists and technicians (except dental health)	23-24	31%	49%	10%	2.6%
3219 Other medical technologists and technicians (except dental health)	23-24	31%	49%	10%	2.6%

<b>RETAIL TRADE INDUSTRY Selected Occupations (4-Digit NOC)</b>	<b>Employers Reporting (n)</b>	<b>% of Employers that Hired for this Occupation within the Last 2 Years</b>	<b>% of Employers Experiencing Hiring Difficulties (out of those hiring)</b>	<b>% of Employers with Vacancies of Greater than 4 Months</b>	<b>Job Vacancy Rate</b>
341 Assisting occupations in support of health services	37-38	63%	14%	3%	1.6%
3414 Other assisting occupations in support of health services	37-38	63%	14%	3%	1.6%
524 Creative designers and craftspersons	19-20	32%	58%	15%	4.8%
5244 Artisans and craftspersons	8	28%	n/a	14%	4.0%
621 Retail sales supervisors	114-115	42%	36%	8%	1.8%
6211 Retail sales supervisors	114-115	42%	36%	8%	1.8%
622 Technical sales specialists in wholesale trade and retail and wholesale buyers	28	34%	8%	8%	4.4%
6221 Technical sales specialists - wholesale trade	15	42%	14%	9%	1.7%
6222 Retail and wholesale buyers	15	26%	n/a	7%	n/a
631 Service supervisors	15-16	48%	51%	8%	3.2%
633 Butchers and bakers	28-30	73%	57%	14%	5.5%
6331 Butchers, meat cutters and fishmongers - retail and wholesale	19-21	76%	44%	12%	4.0%

<b>RETAIL TRADE INDUSTRY Selected Occupations (4-Digit NOC)</b>	<b>Employers Reporting (n)</b>	<b>% of Employers that Hired for this Occupation within the Last 2 Years</b>	<b>% of Employers Experiencing Hiring Difficulties (out of those hiring)</b>	<b>% of Employers with Vacancies of Greater than 4 Months</b>	<b>Job Vacancy Rate</b>
6332 Bakers	17-19	71%	69%	16%	7.3%
641 Sales and account representatives - wholesale trade (non-technical)	26-29	36%	35%	0%	n/a
6411 Sales and account representatives - wholesale trade (non-technical)	26-29	36%	35%	0%	n/a
642 Retail salespersons	407-411	66%	28%	10%	2.2%
6421 Retail salespersons	407-411	66%	28%	10%	2.2%
655 Customer and information services representatives	117-120	49%	18%	5%	1.2%
6552 Other customer and information services representatives	117-120	50%	18%	5%	1.2%
661 Cashiers	140-144	77%	32%	17%	2.9%
6611 Cashiers	140-144	77%	32%	17%	2.9%
662 Other sales support and related occupations	79-82	77%	20%	12%	1.9%
6621 Service station attendants	15-16	72%	17%	7%	2.2%
6622 Store shelf stockers, clerks and order fillers	69-72	78%	21%	13%	1.9%



<b>RETAIL TRADE INDUSTRY Selected Occupations (4-Digit NOC)</b>	<b>Employers Reporting (n)</b>	<b>% of Employers that Hired for this Occupation within the Last 2 Years</b>	<b>% of Employers Experiencing Hiring Difficulties (out of those hiring)</b>	<b>% of Employers with Vacancies of Greater than 4 Months</b>	<b>Job Vacancy Rate</b>
671 Food counter attendants, kitchen helpers and related support occupations	19-21	82%	49%	14%	n/a
6711 Food counter attendants, kitchen helpers and related support occupations	19-21	82%	49%	14%	n/a
673 Cleaners	96-99	49%	11%	0%	n/a
6732 Specialized cleaners	68-71	60%	11%	0%	n/a
6733 Janitors, caretakers and building superintendents	31	28%	0%	0%	n/a
674 Other service support and related occupations, n.e.c.	51-53	66%	11%	11%	4.0%
6742 Other service support occupations, n.e.c.	51-53	66%	11%	11%	4.0%
730 Contractors and supervisors, maintenance trades and heavy equipment and transport operators	39-40	9%	10%	0%	n/a
7301 Contractors and supervisors, mechanic trades	31-32	11%	n/a	0%	n/a
731 Machinery and transportation equipment mechanics (except motor vehicles)	9-11	57%	40%	4%	n/a

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7312 Heavy-duty equipment mechanics	7-8	45%	19%	0%	n/a
732 Automotive service technicians	124-127	53%	33%	3%	n/a
7321 Automotive service technicians, truck and bus mechanics and mechanical repairers	120-123	51%	33%	4%	n/a
7322 Motor vehicle body repairers	17	67%	32%	1%	n/a
733 Other mechanics and related repairers	21	62%	40%	16%	3.4%
7334 Motorcycle, all-terrain vehicle and other related mechanics	12	67%	36%	11%	2.3%
738 Printing press operators and other trades and related occupations, n.e.c.	10-11	38%	n/a	6%	0.5%
7384 Other trades and related occupations, n.e.c.	10-11	38%	n/a	6%	0.5%
744 Other installers, repairers and servicers	25-26	65%	52%	12%	2.6%
7441 Residential and commercial installers and servicers	9-10	75%	33%	11%	2.3%
7445 Other repairers and servicers	16	60%	66%	12%	2.8%

RETAIL TRADE INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	% of Employers that Hired for this Occupation within the Last 2 Years	% of Employers Experiencing Hiring Difficulties (out of those hiring)	% of Employers with Vacancies of Greater than 4 Months	Job Vacancy Rate
745 Longshore workers and material handlers	59	71%	17%	4%	n/a
7452 Material handlers	59	71%	17%	4%	n/a
751 Motor vehicle and transit drivers	97-100	48%	19%	4%	2.7%
7511 Transport truck drivers	29-30	47%	34%	4%	3.5%
7512 Bus drivers, subway operators and other transit operators	27-28	53%	0%	10%	4.5%
7514 Delivery and courier service drivers	53-55	47%	20%	2%	1.2%
753 Other transport equipment operators and related maintenance workers	48-52	68%	37%	17%	5.0%
7535 Other automotive mechanical installers and servicers	48-52	68%	37%	17%	5.0%
761 Trades helpers and labourers	19-20	71%	6%	0%	0.0%

“n” in the above table represents the range of the number of employers who indicated at least one employee in an occupation and responded to individual questions about hiring difficulties and vacancies (not all employers responded to all questions).

“n/a” indicates that results have been suppressed due to missing data for some employers.

Statistics on hiring activity, hiring difficulties, and employers reporting vacancies were calculated based on *the number of employers responding* for each question, weighted by establishment for survey non-response (stratified by region, industry group and employer size).

Job Vacancy Rate for vacancies that had been unfilled for 4 months or more calculated as:  $\text{Sum of Unfilled Vacancies} / (\text{Sum of Current Employees} + \text{Sum of Unfilled Vacancies})$ , with data weighted by establishment for survey non-response (stratified by industry group and employer size).

## Industry Definition as per North American Industry Classification System (NAICS)

### Retail Trade Sector (NAICS 44-45)

The Retail trade sector comprises of establishments primarily engaged in retailing merchandise, generally without transformation, and rendering services incidental to the sale of merchandise. The retailing process is the final step in the distribution of merchandise; retailers are therefore organized to sell merchandise in small quantities to the general public. This sector comprises of two main types of retailers, that is, store and non-store retailers. Their main characteristics are described below.

*Store retailers* operate fixed point-of-sale locations, located and designed to attract a high volume of walk-in customers. In general, retail stores have extensive displays of merchandise and use mass-media advertising to attract customers. They typically sell merchandise to the general public for personal or household consumption, but some also serve business and institutional clients. These include establishments such as office supplies stores, computer and software stores, gasoline stations, building material dealers, plumbing supplies stores and electrical supplies stores. In addition to selling merchandise, some types of store retailers are also engaged in the provision of after-sales services, such as repair and installation. Catalogue sales showrooms, gasoline service stations, and mobile home dealers are treated as store retailers.

*Non-store retailers*, like store retailers, are organized to serve the general public, but their retailing methods differ. The establishments of this subsector reach customers and market merchandise with methods such as broadcasting infomercials, broadcasting and publishing direct-response advertising, publishing traditional and electronic catalogues, door-to-door solicitation, in-home demonstration, temporary displaying of merchandise (stalls) and distribution by vending machines.

There are two main methods of transaction and delivery of merchandise of non-store retailers. Non-store retailers that reach their customers using information technologies can receive payment at the time of purchase or at the time of delivery, and the delivery of the merchandise may be done by the retailer or by a third party, such as the post office or a courier. In contrast, retailers that reach their customers by door-to-door solicitation, in-home demonstration, temporary displaying of merchandise (stalls) and vending machines typically receive payment and deliver the merchandise to the customer at the time of the purchase.

*Research conducted for the Alberta Government by R.A. Malatest & Associates Ltd.*