

RETAIL PATHWAYS



Do you want a rewarding career
with opportunities for advancement?
Do you enjoy working with people?

RETAIL SPONSORS

Aaron's

Marshalls

HomeGoods

Roche Bros.

TJ-maxx

Customer Service and Sales Training

- Free three-week customer service training program developed by retailers
- Certification from the National Retail Federation
- Direct connection to jobs at retail sponsors

Move your career forward ... act NOW!

Next Class **Monday, April 24 – Friday, May 12, 2017**

Where: Draper Knitting, 28 Draper Lane, Canton, MA

Time: 1:00pm to 5:00pm, Monday to Friday

To apply go to: www.pswinc.org/initiatives/retail-pathways/

Contact: Cindy Key
ckey@pswinc.org
508.281.6910, ext. 9

PSW
PARTNERSHIPS
FOR A SKILLED
WORKFORCE

Retail Pathways

Partnerships for a Skilled Workforce, Inc.

Are you ready for a rewarding career with opportunities for advancement?

Partnerships for a Skilled Workforce is offering a **FREE** Customer Service Training program developed by retailers. By completing a 90-hour training program, you have a direct connection to jobs at retail sponsors, you may earn a certification from the National Retail Federation upon successful completion of an online exam.

Positions available: Retail Sales Associate, Merchandise Coordinator, Clerk, Cashier, Delivery Driver, Customer Service Representative, Customer Accounts Advisor, Sales Clerk, Customer Service Associate, Sales Manager.

Starting wages based on employer location, experience, and position. The current wage range is \$11-\$16/hour.

Benefits of the training program for graduates

- Free training [\$3800.00 value] - launch your career or make a career transition with no debt
- Opportunity to achieve Customer Service and Sales certification
- Positioning as a “better qualified, more desirable” candidate for current retail jobs
- Better prepared to take advantage of leadership and promotional opportunities
- Direct connection to hiring managers
- Improved wages and benefits
- Mentoring and career advancement opportunities
- Ability to open the door to a career in one of the largest growth industries

Submitting an application to the program is the first step. Applicants who submit a complete application for the Customer Service and Sales training program will be scheduled for a personal interview.

Class size is limited. Students for the training program will be selected based on interest in a retail career, application, personal interview and program requirements.

Applicants for the program with questions may contact:

Cindy Key
Program Manager
Email: ckey@pswinc.org
Phone: 508.281.6910, ext. 9

Program Requirements:

- Genuine interest in a retail career, interested in promotion and leadership opportunities
- Able and willing to work a flexible schedule including weekends, day and evening hours
- Reliable transportation & child/family care
- Able and committed to attending class as scheduled
- Unemployed, or working part-time and **not** currently working in the retail industry
- Apply and interview for a job at the end of the training course
- Responsible, conscientious, prompt, respectful, motivated, hardworking
- Eager to learn on the job
- Interested in promotion and leadership opportunities
- Able and willing to study and take an online exam administered at the end of the course
- Able to pass CORI/SORI/drug screen if required by the employer
- Authorization to work in the United States

Partnerships for a Skilled Workforce Retail Pathways Program is a **FREE** 90-hour Customer Service Training program established to assist individuals with an interest in a retail career gain a National Retail Federation Customer Service certification and access to job opportunities in the retail industry in the Metro Southwest* and Worcester Region of Massachusetts.

* Metro/Southwest Region. serves 43 communities: Acton, Ashland, Bellingham, Bedford, Boxborough, Brookline, Canton, Carlisle, Concord, Dedham, Dover, Foxborough, Framingham, Franklin, Holliston, Hopkinton, Hudson, Lexington, Lincoln, Littleton, Marlborough Maynard, Medfield, Medway, Millis, Natick, Needham, Newton, Norfolk, Norwood, Plainville, Sharon, Sherborn, Southborough, Stow, Sudbury, Walpole, Waltham, Wayland, Wellesley, Weston, Westwood, Wrentham