

# 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.**

**T.J. maxx**

## RETAIL PATHWAYS WILL OPEN THE DOOR:

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

To apply for the training program, attend an Information Session @  
Employment & Training Resources Career Center

**Framingham, MA on Wednesday, May 17 or May 31**

Or

**Norwood, MA on Wednesday, May 10 or May 24**

**2:00pm – 3:30pm**

**Call (508) 766.5700 to register**

For more information go to: <http://www.pswinc.org/initiatives/retail-pathways/>

**PSW**  
PARTNERSHIPS  
FOR A SKILLED  
WORKFORCE

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# Retail Pathways

## Partnerships for a Skilled Workforce, Inc.

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

Positions available include: Retail Sales Associate, Merchandise Coordinator, Clerk, Cashier, Sales Clerk, Merchandiser, Delivery Driver, Customer Service Representative and Customer Accounts Advisor. Starting wages are based on employer location, experience, and position. The current wage range is \$11-\$16/hour.

### What will I learn at the information session?

- how to apply for the **free** training course for a credential
- benefits of earning the Customer Service and Sales certification
- the retail employers hiring graduates of the program
- a variety of career paths to full time employment in the retail industry

### Benefits for training graduates

- 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, employer benefits and performance incentives
- Mentoring and career advancement opportunities
- Ability to open the door to a career in one of the largest growth industries
- **Free training [\$3800.00 value]** launch your career or career transition with **no debt**
- Opportunity to achieve Customer Service and Sales certification

Participants for the training program will be selected based on interest in a retail career, application, personal interview and program requirements. Come learn more and apply.

### Requirements include:

- Genuine interest in a retail career
- Able and willing to work a flexible schedule including nights and weekends
- 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
- Legally able to work in the United States

Move your career forward – Act NOW!

Go to <http://www.pswinc.org/initiatives/retail-pathways/> to download and complete an application for training

Have questions? Contact: Cindy Key, Program Manager; Email: [ckey@pswinc.org](mailto:ckey@pswinc.org); Phone: 508.281.6910, ext. 9

Partnerships for a Skilled Workforce Retail Pathways Program is 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 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