



Canadian
Supply Chain
Sector Council

Conseil canadien
sectoriel de la chaîne
d'approvisionnement

OCCUPATIONAL STANDARD

(For use in the development of supply chain related job descriptions, performance evaluations, career development plans, etc.)

Position:	RETAIL & WHOLESALE BUYER
Description of Position (As defined by the CSCSC Stakeholder Community)	<i>Retail & Wholesale Buyers purchase merchandise for resale and are integrated with merchandising operations. Retail & Wholesale Buyers are employed by a wide range of establishments throughout the private and public sector.</i>
Position Development	Progression to supervisory and management positions is possible through experience and with additional training.
Required Qualifications:	(Education, Training, Related Work Experience)
Education	Post-secondary education is preferred (e.g., a bachelor's degree or college diploma in a business field such as economics, logistics, supply chain management, operations management, finance or engineering, mathematics, or statistical analysis). A professional designation related to supply chain is considered an asset.
Training	Individuals generally require some on-the-job training (e.g., Retail & Wholesale Buyers may specialize through experience or product-related training courses); however, typically organizations prefer that the individual will already have the required skills, knowledge, and work-related experience.
Related Work Experience	Previous work experience in retail or wholesale establishments is usually required. In addition, supply chain work-related skill, knowledge, or experience is considered an asset.
Tasks:	
Retail & Wholesale Buyers perform <i>some or all</i> of the following tasks	<ul style="list-style-type: none"> • Examine, select, order, and purchase goods and services at optimal cost consistent with specification requirements, the forecast, and other factors • Liaise with sales and category management to satisfy customer needs and preferences • Consult with functional teams such as supply planners, sales, marketing, operations, finance, and product development to obtain relevant data and business intelligence • Study market reports, trade periodicals and sales promotion

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	<p>materials and visit trade shows, showrooms, factories and product design events</p> <ul style="list-style-type: none"> • Analyze and monitor sales records, forecasts, trends and economic conditions to anticipate consumer buying patterns and determine what the company will sell and how much inventory is needed • Interact with suppliers on an on-going basis, which may include negotiating prices, discounts, credit terms and logistics • Monitor vendor performance • Set or recommend mark-up rates, mark-down rates, and selling prices for goods and services • Authorize payment of invoices or return of merchandise • Oversee distribution of merchandise to outlets and maintain adequate stock levels • Conduct meetings with sales personnel to introduce new goods and services • Develop and maintain constructive and cooperative working relationships with others
Tools and Technology:	
	<ul style="list-style-type: none"> • Computer Hardware and Associated Software and Systems (i.e. enterprise resource planning, vendor management system, inventory management, materials requirements planning, point of sale, forecasting, time accounting, electronic mail, word processing, spreadsheet, database management applications) • Communication Devices
Required Competencies:	(Knowledge, Skills, Personal Attributes)
Knowledge	A Retail & Wholesale Buyer should have knowledge of customer and personal service, administration and management, sales and marketing, English language, other languages as required, economics and accounting, production and processing, mathematics, clerical, and computers and electronics.
Skills	A Retail & Wholesale Buyer should have the following skill sets: active listening, communication, interpersonal, reading comprehension, critical thinking, time management, judgment and decision making, service orientation, mathematics, instructing, negotiation, and management of material resources.
Personal Attributes	(Abilities, Work Values, Work Styles)
Abilities	The following abilities are important to the role of Retail & Wholesale Buyer: oral expression and comprehension, speech clarity and

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	recognition, deductive reasoning, problem sensitivity, mathematics, and category flexibility.
Work Values	<p>Individuals who will succeed in this position:</p> <ul style="list-style-type: none"> • work independently and are comfortable making decisions; • create and thrive in a collaborative work environment; • enjoy providing service to others and working with co-workers in a friendly environment; and • develop and maintain working environments that are health and safety conscious.
Work Styles	The following work styles are attributable to a Retail & Wholesale Buyer: dependability, detail oriented, cooperative, stress tolerant, initiative, leadership, multitasking, persistence, self-control, integrity, and analytical thinking.
Essential Skills Profile:	<p>Essential Skills are the skills needed for work, learning and life. They provide the foundation for learning all other skills and enable people to evolve with their jobs and adapt to workplace change. For more detailed essential skills profiles please refer to the HRSDC website: http://www.hrsdc.gc.ca/eng/workplaceskills/LES/index.shtml</p>
Reading Text	<ul style="list-style-type: none"> • Frequently read text in both print and non-print media <ul style="list-style-type: none"> ✓ purchase orders and invoices ✓ product information sheets and specifications ✓ price lists ✓ special order forms ✓ inventory documentation ✓ agreements and contracts ✓ schedules ✓ meeting minutes ✓ requests or complaints ✓ forecasts ✓ market reports ✓ flyers and catalogues ✓ trade publications ✓ newsletters ✓ sales promotional materials • Read and interpret dense and complex texts, and have ability to make high-level inferences using specialized knowledge <ul style="list-style-type: none"> ✓ legal contracts ✓ policies and procedures ✓ trade terms ✓ standards ✓ legislation and regulations • Frequently read paragraph length text in charts, tables and graphs

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Document Use	<ul style="list-style-type: none"> • Documents produced and/or used may include contracts, forms, graphs, charts, lists, tables, schematics, drawings, planograms, schedules, reports, bulletins, memos, notices, accounting and financial statements, etcetera, in both print and non-print media • Must be able to read simple to complex documents in which considerable inference may be required • Must be able to read/interpret, and write/complete/produce documents • Specialized knowledge of the content of the document may be required; multiple pieces of information from multiple sources are synthesized; the quality of information may be evaluated for accuracy and omissions
Writing Skills	<ul style="list-style-type: none"> • Write agreements and contracts • Write product specifications and merchandising instructions • Write letters to suppliers to discuss the terms of agreements for the purchase of products, to notify of problems with product quality and delivery, and to negotiate compensation • Write notes or reports to management presenting analyses of sales for different products, summaries of promotional activities and recommendations for changes in product lines and merchandising methods
Numeracy	<ul style="list-style-type: none"> • Apply financial math/money math • Apply scheduling, budgeting and accounting math • Apply measurement and calculation math • Apply data analysis math • Utilize numerical estimation
Oral Communication	<ul style="list-style-type: none"> • Professional communications with stakeholders using a variety of communication devices and media • Negotiate contracts and resolve disputes • Provide clear and concise direction and instructions to other departments • Report and exchange information with supervisors and managers about inventory and sales • Make presentations to management and colleagues
Thinking Skills	(Problem Solving, Decision Making, Job Task Planning and Organizing, Significant Use of Memory, Finding Information)
Problem Solving	<ul style="list-style-type: none"> • Identify and address pricing and product inconsistencies • Contact suppliers to resolve issues • Address when suppliers are not performing according to agreed terms

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	<ul style="list-style-type: none"> • Respond to complaints • Apply broad knowledge of supply chain when problem solving • Ability to think and respond quickly, and adjust schedules and plans in response to unplanned events • May have to adapt negotiation strategies to cope with new circumstances or issues that arise
Decision Making	<ul style="list-style-type: none"> • Select suppliers, select products to buy and sell, and set prices, sale prices and discounts • Decisions are made in line with the strategy of the organization • Make decisions with market, economic, social, and political environments taken in to account • Make decisions about suggestions for change
Job Task Planning and Organizing	Retail & Wholesale Buyers are generally self-directed. They plan their schedules to complete daily tasks and organize their schedules to meet periodic deadlines. They fit in meetings with suppliers, co-workers and managers, and plan their schedules to accomplish work that arises from the meetings. They must frequently reorganize their tasks to respond to enquiries and address operational problems. In addition, Retail & Wholesale Buyers may coordinate the work of support staff such as inventory analysts and purchasing clerks.
Significant Use of Memory	<ul style="list-style-type: none"> • Remember the objectives and vision of the organization • Remember the policies and procedures of the organization • Remember applicable legislative and regulatory requirements • Remember the names and characteristics of different suppliers • Remember product specifications
Finding Information	<ul style="list-style-type: none"> • Find information about products and suppliers by consulting product catalogues, searching suppliers' web sites and speaking with sales representatives, co-workers, colleagues and managers • Find information about stock and the status of orders by consulting their companies' inventory management systems and speaking with sales and warehouse staff, suppliers and retailers
Working with Others	Retail & Wholesale Buyers frequently work in teams with co-workers to ensure effective forecasting, product distribution and marketing. They may coordinate the work of inventory analysts and warehouse staff in handling orders and returns. In addition, they may also collaborate with marketing and retail staff to plan and implement sales promotions and marketing campaigns.
Continuous Learning	Enhanced learning may be acquired as part of regular work activity, through training offered in-house, through reading or other forms of self-study, or through off-site training. Ongoing learning occurs through participation in professional organizations, seminars, formal

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	courses, conferences and trade shows. Skills may be upgraded by taking classes through educational institutions and training providers.
Additional Information	(Physical Aspects, Attitudes)
Physical Aspects	The work of Retail and Wholesale Buyers entails limited physical demands. They predominantly work in an office environment (e.g. sitting for long periods of time, with repetitive computer and telephone use, attending meetings, and traveling to visit suppliers). They may be required to move around facilities to survey products and occasionally lift light boxes of products.
Attitudes	Retail & Wholesale Buyers should be optimistic, motivated, meticulous, flexible, and have a strong commitment to customer service. They should enjoy working with people and be comfortable with busy schedules. They should have excellent interpersonal skills, and exhibit an awareness of and sensitivity to other cultures. In addition, excellent planning and organizational abilities are required.
Future Trends Affecting Essential Skills:	Retail & Wholesale Buyers will be required to have enhanced computer skills in order to work with more complex sales and inventory software. The ability to speak more than one language, and an awareness of and sensitivity to the diversity of international cultures is considered a growing need in the face of increasing globalization. Furthermore, an understanding of the principles of sustainability as they relate to environmental, social, and corporate governance issues is of increasing importance.

Government of Canada Defined - Related NOC Code & Description	6233 Retail and Wholesale Buyers Retail and wholesale buyers buy merchandise for resale by retail and wholesale establishments and are usually responsible for the merchandising operations of retail and wholesale establishments. Retail and wholesale buyers who are supervisors and those who are assistants are included in this unit group.
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Document Management:				
Activity #	Activity Type*	Replaces	New Version Name	Responsible Individual
1	Document Created	Not Applicable	March 29, 2010	M. Cheddi (CSA)
2	Document Updated	March 29, 2010	October 5, 2010	C. Sellar (CSA)
3	Document Finalized	October 5, 2010	April 12, 2011	C. Sellar (CSA)
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***Activity Types:**

- ✓ Document Created
- ✓ Document Modified (Minor Corrections & Editorial Changes)
- ✓ Document Updated (Complete Review)

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- ✓ Document Finalized
- ✓ Document Retired

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