

LABOUR MARKET NEWS

Government of Alberta ■

CALGARY AND AREA



Careers in retail

Working as a shelf stocker

WHEN SHANNON GRAF first noticed Community Natural Foods, a grocery store specializing in organic foods and natural supplements, she knew she wanted to apply. “I did a lot of sports when I was younger so I knew the basics of healthy living, and I’ve always had an interest in healthy foods,” says Graf, who was hired as a grocery clerk.

Mostly employed by grocery stores and department stores, grocery clerks, also known as retail shelf stockers (NOC 6622), unpack and price merchandise and stock shelves and displays. They also may pack customers’ purchases.

Like many entry-level retail jobs, there is always a need for front line staff like grocery clerks. Many retail job postings for grocery clerks can be found in local newspapers as well as through online job boards such as Monster.ca, kijiji.ca and jobbank.gc.ca. And much of the time, these postings can also be found on grocery store corporate websites.

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Grocery clerk Shannon Graf feeds her interest in healthy foods by working at an organic grocery store.

Notice

As of March 31, 2010, the Department of Employment and Immigration (E&I) will no longer be producing the Calgary & Area Labour Market News publication. Prior issues of Labour Market News, as well as labour market information in general, are available in the Career & Business section of the E&I website employment.alberta.ca/. Related labour market information is available online on the Alberta Learning Information Service (ALIS) website alis.alberta.ca.

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This publication has been prepared by Alberta Employment and Immigration with the support of the Government of Canada. Find us online at employment.alberta.ca/calgary.

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Getting started

Graf had never worked in a grocery store before she was hired at Community Natural Foods last July. That's one of the great things about grocery clerk positions — you don't need any post-secondary education or experience in the industry to get hired.

But Graf says her past experience in other jobs definitely helped her when she started stocking shelves.

"I had a pretty good understanding of supply and demand — what things sell and how merchandising works," she says.

"But there were definitely things I learned when I started here. One of the most important things was watching expiry dates on products. If you stock a product that is expired, that could be extremely dangerous for customers."

She also learned organizational skills. "The skills I learned were very simple, but at the same time very functional," says Graf.

"For example, the back of our store is laid out in the same manner as the front, so when you're getting products or putting products away, you know where they belong so they're organized properly for the next person."

A typical day

Graf works at the store five days a week, eight hours a day.

But not all grocery clerks work full time.

"If you're a hard worker and you treat this job as a career rather than just a job to make some money, then you'll do well."

"We have anywhere from 12 to 14 grocery clerks working here at any one time," says Graf.

"A lot of the clerks are students or people who just want to work part time hours, so it's perfect for someone who is looking for a flexible schedule."

Graf's day-to-day duties can change depending on what needs to be done for the day.

"As a grocery clerk you spend most of your day making things look nice on the shelves, putting out new products and organizing them," says Graf. "Helping customers is a huge part of the job too."

At Community Natural Foods, employees and customers are offered seminars on health issues like celiac disease and crohn's disease, as well as seminars on vitamins and supplements.

"Those seminars are very helpful to me as a grocery clerk because when a customer has a question, I am able to tell them where a product comes from and what it does," says Graf. "It's not really selling products, it's more about educating customers so they can make the right decisions for themselves."

Although some companies provide formal training sessions, most training is done on the job.

"It's mostly about common sense," says Graf. "But there are some skills you need to have to do the job."

The position of a grocery clerk can be fairly physical. They need to be able to do some heavy lifting and spend much of their days on their feet.

Being able to communicate is also an asset.

"You need to be personable, because you're doing a lot of communicating in this job — with customers, co-workers and supervisors," says Graf.

Moving up

Graf says many people don't realize the career opportunities available in grocery companies.

"A lot of people think of these kinds of jobs as just a temporary job to get some cash, but it's not true. You are offered the chance to move up and given options. If you're a hard worker and you treat this job as a career rather than just a job to make some money, then you'll do well."

Graf is a perfect example, as she was recently promoted herself.

"They're really good about recognizing talent here," she says. "If you work hard they recognize it and there's a lot of opportunity to move up."

Today, Graf is a product purchaser in charge of all the dry goods in the store, where she ensures products are stocked and orders materials from the warehouse.

And there are many more opportunities for Graf in the future.

"From here I could move into head office and do more administrative type of work, or work in a warehouse doing shipping and receiving."

But for now, Graf is happy where she is. "I like where I am right now. I'm still learning all the time, which I love."

How's the pay?

Shelf stockers can earn over \$16 per hour.

According to the 2009 Alberta Wage and Salary Survey, grocery clerks and store shelf stockers start out earning just over \$10 per hour to start on average. They can earn over \$16 per hour on average.

What is a NOC?

National Occupation Classification (NOC) codes describe the occupations of Canadians. To find out more about NOC codes, see the January 2008 Labour Market News. To search the NOC codes mentioned in this bulletin, visit Human Resources and Social Development Canada or the Alberta Learning Information Service site.

Working in retail sales

COLLEEN WURZER WARMLY greets one of the regular customers to clothing consignment store Choices III.

“I love her,” says the customer, with a big smile on her face. “She is honestly one of the nicest people I’ve ever met in the whole world!”

It’s just one of the many friendly interactions that happen throughout Wurzer’s day. “I just love the people I work with and the customers here, it’s why I keep doing this job.”

Working in stores and other retail businesses, retail salespersons (NOC 6421) sell or rent goods and services to customers.

The clothing retail sector, like most industries in the province, has been negatively affected by the economic downturn. Sales numbers are down across the country, but customers in Alberta are still spending far more per capita than any other province in the country.

And in an industry known for its high turnover, there are still positions available in all areas of



Colleen Wurzer has worked in retail sales for 15 years.

retail, particularly in front line retail sales positions like Wurzer’s.

“It seems to be picking up,” Wurzer says. “In fact, we just hired another person in the store, so there’s definitely still a need for workers.”

Getting started

Wurzer got her start in clothing retail 15 years ago while still in college. “I started doing it part time to make some extra cash and just stuck with it,” she says.

Originally from Idaho, Wurzer was still pursuing her education degree when she married her husband, who lived in Calgary. “We had been having a long distance relationship and when we got married I decided to move here with him.”

When she realized much of her education degree would be non-transferrable in Canada, Wurzer continued on with her retail career

before having her daughter, who is now six years old.

“When my daughter was born I became a stay at home mom for many years. Then in April 2009 I took this job as a way to get out of the house and back into the workplace,” says Wurzer, who says she enjoys working in clothing retail.

“I always liked the atmosphere in clothing retail, and I don’t know if I was just lucky, but I always had great bosses and always worked in places with warm and nice atmospheres. I enjoy talking to people, the customers are great.”

A typical day

Because Choices III is a small store, Wurzer is one of three employees. She currently works two days a week, and loves the flexibility the job offers her.

How’s the pay?

Retail salespersons can earn up to almost \$20 per hour.

According to the 2009 Alberta Wage and Salary Survey, retail salespersons and sales clerks start out earning an average of almost \$12 per hour. They can earn almost \$20 per hour on average.

Depending on where retail salespersons work, they may earn their wage and a commission from the items they sell, or work solely based on commission.

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Wurzer loves the flexibility retail offers her, and spending time with her customers.

“I love that the hours are so flexible in retail. It’s perfect for me because I can still be involved in things like car pool and my daughter’s school. Most retail work is part time. It’s a really attractive option for younger people who are maybe just out of high school or in college and are just looking to make some extra cash and some discounts on clothes. But it’s also great for people like me who want a flexible schedule,” she says.

Wurzer usually arrives to the store at 9:45 a.m. “When I get in I do all the basic things, like turn on the lights, open the till, get the money ready and make sure the store is clean. I will also turn on the music and do whatever needs to be done before the store opens.”

Along with greeting and assisting customers, during the day Wurzer can also be found cleaning, putting clothes out, tagging clothes and returning phone calls. “It really

depends on the day. Some days it’s just swamped and you can’t get to everything,” she says.

While retail salespersons don’t require any post-secondary education, there are some skills they need to have, says Wurzer.

“You need to be dependable because you’re dealing with money and merchandise. You also need to like being around people and be friendly and outgoing.”

In Wurzer’s role, working with cash and having basic math skills is important.

“Here, the computer doesn’t do everything for you, so you need to be able to do basic math—adding, subtracting and dividing. Although in many shops the computer will do all the math for you, it just depends on where you work,” she says.

However, in many higher-end retail stores entry-level retail salespersons will not work with cash when they are first hired. Employers may require them to gain experience in the store before working with cash, and this can be considered a promotion.

Moving up

Beyond working with cash, there are a lot of other opportunities for people to move up within the retail industry.

“With some experience you can move up to become an assistant manager or manager, or even open your own store,” says Wurzer.

In some companies, experienced salespersons will be the people promoted to management positions. But that’s not always the case. Sometimes companies will look outside the company to hire managers, and they look for people with either an extensive amount of experience in retail or a combination of retail experience and post-secondary training in business related courses. Managers can then move into district management positions or become a buyer, although sales experience and a post secondary education are required.

But for now, Wurzer is happy with the position she’s in.

“I love my job. I really enjoy meeting and talking to all types of people. And I love the merchandise too!”

Education for retail salespersons

There are no standard education requirements for retail salespersons but most employers prefer to hire high school graduates.

Those who have post-secondary education have a greater opportunity for advancement to supervisory and management positions, particularly if they are located near the head offices of larger firms. Salespersons who sell expensive or complex merchandise may require special knowledge or skills. For example, those who sell computer systems need some knowledge of electronics and computer software/hardware to be able to answer customer questions.

Small shops train staff on the job while larger stores may have their own in-house training programs.

Working as a retail store manager

WITH A SMILE ON her face and her trusted dog in tow, Janice Mitchell enters her consignment store, Choices III. “I love coming to work every day,” the store manager/owner admits. “It’s fun and I’m good at it.”

Retail store managers (NOC 0621) plan, organize, direct and control the operations of stores that sell merchandise and services to the public. They may be employees of a company or self-employed, like Mitchell.

And right now, it’s a job that’s in demand within the industry. Postings for retail store managers can be seen on many job search websites as the industry plans for the future.

According to the Retail Council of Canada, many retail companies are focusing their energies on hiring and retaining people in management positions as they ready for a large retirement boom over the next 10 years.

And it’s not hard to become a store manager. In many cases, post-secondary education isn’t required—all you need is to gain some experience within the industry.

Getting started

Mitchell began her sales career over 20 years ago working in high end sales. “I was doing visual merchandising, selling high end plants to places like hotel chains and helping with interior design,” she says.

But the high stress environment wore her out. “I quit and decided to take some business courses because I had the idea that I wanted to be self-employed.”

After finishing her business courses, Mitchell opened her own café in Calgary’s Museum of the Regiments.

“I was running the café and also doing catering for special events. But they soon were doing renovations and I had to leave after six months,” says Mitchell.

Shortly after leaving the museum, Mitchell was struck with a number of personal tragedies that plagued her over the next five years.

How’s the pay?

Retail store managers can earn over \$33 per hour.

According to the 2009 Alberta Wage and Salary Survey, retail store managers can start out earning an average of over \$22 per hour. They can earn over \$33 per hour on average.



Store manager and owner Janice Mitchell had a long journey to get where she is today.

“I lost all my family members then I started getting a number of serious health issues,” Mitchell says.

“It was really a grim time in my life and I pretty much hid myself from the world for most of that time and didn’t work. My self-esteem was really low and I had no confidence. When you go through physical and emotional troubles like that and you’re off work for that long, it really changes your whole outlook on life.”

But after some extensive surgeries and once she was on the mend, Mitchell decided to give work another try. Over the next few years she worked at various retail jobs, one of which included working at a consignment store.

When Mitchell found out Choices III was going to be looking for a new owner a couple years ago, she jumped at the chance. “I really enjoyed working at the consignment store before, and thought it was a great opportunity for me.”

Mitchell became the sole owner of the business in 2009.

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A typical day

Because of the small size of the store, Mitchell is also the store manager, leading operations on a day-to-day basis.

Working from 10 a.m. to 6 p.m., seven days a week, Mitchell's responsibilities vary depending on the day.

"On most days, I do things like ensure the store is clean and the mannequins and the store are looking sharp," Mitchell says. "I also work with staff to straighten or organize racks, dust, tag items, clean the store, steam clothes, answer phone calls, book appointments for consignment clients, educate people about consignment and deal with customers."

Although Mitchell's education in business helps her as an owner, the educational requirements for store

managers can vary. "There's no necessary educational requirements to be a store manager," Mitchell says.

"Managers can take on different roles depending on where they work. In some places managers will do just basic tasks, like overseeing staff and dealing with district managers. But other companies will also require managers to do things like payroll and scheduling, which require some education or experience."

However, there are some certain basic skills all store managers should have.

"You need to be organized, have good customer service skills, be patient, be professional and have a positive outlook," says Mitchell.

"Sales experience of some sort is a big part too, because you need to understand the sales process with customers. You also have to be a people person and be friendly and

have a lot of passion for people. It's just the nature of the business, you have to like what you're doing and what you're trying to sell."

But if you fit the bill, being a store manager can be a great experience.

"I love dealing with customers. I love seeing a customer walk out of the store feeling good about their purchases," says Mitchell.

Moving up

Some of Alberta's largest retail employers offer development programs to help further your career in retail. Here are just two examples:

Safeway's (safeway.ca) Retail Leadership Development Program can help entry-level workers become assistant store managers and co-managers through coaching, workshops, classroom teaching and on-the-job training. Additionally, the company offers its employees an education reimbursement program that covers 80 per cent of the costs involved in furthering a career in retail.

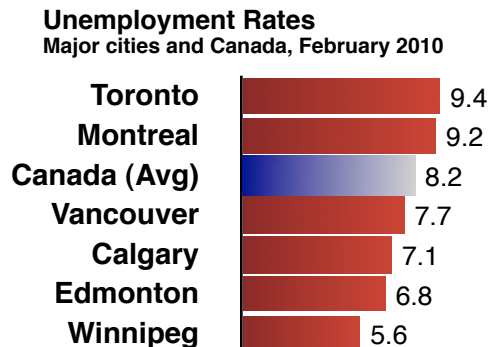
Loblaw (loblaw.com) offers an 18-month training program for new university and college graduates to work in marketing, merchandising, supply chain, IT, human resources or finance. Graduates spend time in stores, in merchandising operations and then in their specialized area of interest.

✓ How is Calgary's employment?

Every month AEI releases the latest stats on the labour force. Here is the latest update.

Canada's seasonally adjusted unemployment rate decreased slightly from 8.3 per cent in January to 8.2 per cent in February.

Calgary's unemployment rate also decreased slightly from 7.2 per cent in January to 7.1 per cent in February.



Education for retail store managers

Employers generally require managers to have several years of previous experience in the retail industry. Many employers also require applicants to have related post-secondary education. Some large retail chains have in-house management trainee programs and only promote managers from within the company. In-house training programs vary from employer to employer. Many national chains have programs that include both classroom and in-store training. On the other hand, some retail organizations have no formal training program.

Part-time and full-time post-secondary programs related to business administration, management and entrepreneurship are offered by colleges, technical institutes and universities throughout Alberta. For more information, visit EDinfo by going to alis.alberta.ca and searching for "EDinfo."



Working in...

Retail trade



IF YOU'RE LOOKING for a job, you're almost always guaranteed to find one in retail trade.

Whether it's clothing, automobiles, food and beverage stores or gasoline stations—the retail trade is a large industry that is always looking for workers.

Although the economic downturn has had an effect on this industry, it's still Alberta's largest employer, keeping nearly 230,000 people employed in the province in 2009 and bringing in 5.3 per cent of Alberta's GDP in 2008.

Employment

According to the 2006 Calgary census, there were over 70,000 people employed in the retail trade industry in Calgary in 2006.

Of those, over 60 per cent were sales and service occupations, such as retail salespersons and sales clerks, grocery clerks and store shelf stockers. Other occupations employed in the retail trade industry were management (11,205), business and administration (6,945), trades and transport (4,915), health (1,760), natural and applied sciences (1,005), and other (1,945).

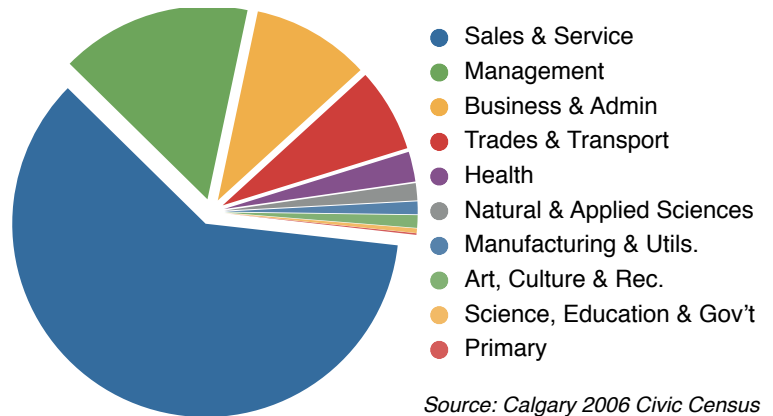
DID YOU KNOW?

Women and men are equally represented in the retail workforce.

According to the Government of Alberta, 54 per cent of the retail trade workforce is made up of women, and 46 per cent is made up of men.

Source: AEI Industry Profile, Retail Industry

Employment in retail trade, Calgary



Resources for job hunters

Organization	Services	Contact
Retail Council of Canada	A not-for-profit, industry-funded association representing more than 40,000 store fronts of all retail formats across Canada. Its website offers industry information, education and resources as well as networking opportunities for its members.	retailcouncil.org
Shelf Space	Formerly Retail Alberta, this association is made up of retail entrepreneurs from across Western Canada. The website offers industry information and networking opportunities.	shelfspace.ca
Retailjob.ca	A retail-specific job search website for positions across Canada.	retailjob.ca
hcareers.com	A job search website for career in hospitality, with a retail search option.	hcareers.com
jobrocket.ca	This online resource has information on the retail industry, such as wages, benefits and educational programs, as well as a job board.	jobrocket.ca

Working in... retail trade

While many people think of retail as an industry you work in until you get a “real” job, there are plenty of opportunities to build a successful career in retail.

“A lot of the time people don’t realize the upper end opportunities available in retail, especially behind the scenes instead of at the store level,” says Judy Antigua, retail talent acquisition representative for Safeway, one of Alberta’s largest employers of retail positions. “You can move up in retail from something like a grocery bagger to become a store manager, and then take some post-secondary education and work in the backstage areas of retail.”

Safeway’s corporate office employs about 600 people across Alberta, and has recently seen a need for more people to work behind the scenes.

“We have had to hire a lot of people in human resources, marketing and accounting positions,” says Antigua. “People have opportunities to move on or they leave the company and that leaves positions open. We also employ a lot of long-term employees who are baby boomers, so we are hiring people as part of our succession planning.”

And the need for staff with front-line retail experience to become human resources professionals, marketing managers and designated accountants isn’t only being felt by Safeway.

“We’ve found a lot of our members are looking for people to fill these corporate positions,” says Peter Pilarski, the Alberta director of the Retail Council of Canada. “Overall there is a high demand for mid-level positions in the retail industry.”

The jobs

In an entry-level role, the role of a **human resources professional** (NOC 1223) can include dealing with employee records and benefits, hiring and terminating employees, payroll, dealing with any collective bargaining agreements and responding to inquiries from employees at all levels of the company.

Bow Valley College (bowvalleycollege.ca), Mount Royal University (mtroyal.ca) and the University of Calgary (ucalgary.ca) all offer certificates, diplomas and degrees related to human resources in Calgary.

In the retail industry, **marketing managers** (NOC 0611) plan, organize, co-ordinate and control marketing activities. This could include things like buying the products that go on the shelves, or overseeing marketing materials.

Mount Royal University (mtroyal.ca), SAIT (sait.ca) and the University of Calgary (ucalgary.ca) all offer business-related diplomas and degrees.

Accountants (NOC 1111) provide financial reporting and consulting services for organizations and individuals. Training to become an accountant involves a combination of related post-secondary education and practical experience. Mount Royal University (mtroyal.ca) and SAIT (sait.ca) both offer bachelor degrees in accounting.

Getting the jobs

So what do you need to do to move up from cashier to the corporate office? Well, ideally, a mix of post-secondary education and experience in retail will do the trick.

“Generally, we look for people who have experience in retail as well as some post-secondary education related to the position,” says Antigua.

Best sources of job ads by industry

Not all sources are the same! Here’s a quick guide to the best sources for newspaper and online ads for the job you want.	Calgary Herald Working	Calgary Herald Classifieds	Calgary Sun Classifieds	Workopolis	Monster	Job Bank	Post Secondary job boards
	Accommodation & Food Services		✓	✓			✓
Administration & Support			✓	✓		✓	
Arts and Recreation		✓				✓	✓
Construction		✓	✓			✓	
Education	✓	✓		✓		✓	✓
Finance and Insurance	✓	✓		✓			
Health Care	✓	✓	✓	✓			
Information (IT) and Culture			✓	✓	✓		
Manufacturing		✓	✓	✓	✓	✓	
Mining, Oil and Gas	✓			✓	✓		✓
Other Services		✓	✓			✓	✓
Professional Services	✓			✓	✓		✓
Real Estate	✓	✓					
Retail Trade		✓	✓		✓	✓	
Transportation & Warehousing		✓	✓		✓	✓	
Wholesale Trade			✓			✓	

Labour market information resources

THERE ARE MANY resources providing labour market information for job seekers. Whether you're looking for detailed occupational profiles, employment demand forecasts, or information on salary ranges or education, it's all out there—you just need to know where to look.

Occupational profiles

Occupational profiles can offer job seekers many details of a particular job, such as pay, work conditions and employment prospects.

There are two very good general resources for occupational profiles:

- The Government of Alberta's Alberta Learning Information Service (alis.alberta.ca/occinfo) has over 500 occupational profiles with detailed information on job duties, working conditions, salaries, advancement opportunities, personal characteristics and educational qualifications.
- Nextsteps.org has over 300 career profiles listed in alphabetical order.

Many industry associations also have job profiles:

- Careersinsupplychain.ca has occupational profiles in manufacturing, retail, transportation, warehouse and distribution.
- Eco Canada (eco.ca) has over 100 occupational profiles related to the environmental industry. In order to find them, sign up and click the "Student" box.
- Careersinoilandgas.com has occupational profiles focusing on the oil and gas industry.
- Careersinconstruction.ca has occupational profiles for careers in construction.
- Skilledworkers.com is a great resource for occupational profiles on trades jobs.
- Alberta Apprenticeship and Industry Training (tradesecrets.alberta.ca) also includes information on most trades, including job descriptions, education and wages.
- Unions often have occupational profiles on their websites. Visit Building Trades of Alberta (buildingtradesalberta.ca) for a listing of Alberta construction unions.



What about the future?

Looking at forecasts for what occupations will be in demand in the future is one way to see if there will likely be jobs available in the years to come.

- Alberta Employment and Immigration recently released the [Top 50 Occupations in Alberta by Vacancy Rate](#). The findings are broken down provincially and regionally.
- The Construction Sector Council has an interactive construction forecast for residential and non-residential construction, including labour supply and demand at national, provincial and regional levels. Visit constructionforecasts.ca to see the forecasts.
- Other Human Resource sector councils produce forecasts. To find a listing of human resource councils in Canada, visit hrsdc.gc.ca/eng/workplaceskills/sector_councils/listsectorcouncils.shtml.
- Alberta Employment and Immigration also offers labour market supply and demand forecasts for Alberta (employment.alberta.ca/lmi).

Even more resources

- Jobbank.gc.ca has occupational information with the latest trends, employment prospects, salary ranges and trades information. It also has educational information and links to many other resources that can help you find labour market information.
- Colleges and universities such as the University of Calgary (ucalgary.ca), Mount Royal University (mtroyal.ca) and SAIT (sait.ca) have occupation and labour market information, and they also offer work placements for graduates, which can be a great way to get a job.
- The Business Link (canadabusiness.ab.ca) is a great resource for aspiring entrepreneurs or existing small business owners.
- For information on wages, you can check out ALIS's [Wageinfo](#) section or a list of other wage data sources at alis.alberta.ca/pdf/wageinfo/other_wage_sources.pdf.

Need more info? Visit a Calgary LMIC!

Labour Market Information Centres (LMICs) can provide you with information to help you make career, learning and work decisions. LMICs have books, magazines, newspapers, software and videos about all kinds of employment-related topics.



Calgary Locations

Downtown 5th Floor, Century Park Place, 855 - 8 Avenue SW Phone: 403-297-6344

South 100 Fisher Park II, 6712 Fisher Street SE
Phone: 403-297-4024

East Radisson Centre, 525-28 Street SE Phone: 403-297-1907; 1520
Marlborough Mall, 515 Marlborough Way NE Phone: 403-297-7570.

North One Executive Place, 1816 Crowchild Tr NW Phone:
403-297-3951.

South/Central Third floor, 10th & 10th, 1021-10 Ave SW
Phone: 403-297-2094

For further contact information and office hours:
employment.alberta.ca/calgary

Finding work in Calgary

Job search and career websites

alis.alberta.ca (Alberta Learning Information Service)

jobbank.gc.ca (Job listings)

workopolis.ca (Job listings)

monster.ca (Job listings)

nextsteps.org (Job resources for youth)

albertajobs.com (Job listings)

hgcareers.com (Job listings)

healthjobs.ab.ca (Health care job listings)

wowjobs.ca (Job listings)

Job search and career information by phone

Alberta Career Information Hotline: 1-800-661-3753

Fax: 780-422-0372 TDD: 780-422-5283

Sources of Labour Market Information

These websites offer a wealth of labour market information on Alberta and specific communities:

employment.alberta.ca/lmi

employment.alberta.ca/calgary

(Alberta Employment and Immigration)

alis.alberta.ca (Alberta Learning Information Service)

albertacanada.com (Business and economic information)

calgaryeconomicdevelopment.com

(Calgary Economic Development)

Alberta Employment and Industry's Calgary Region website offers labour market information, employer connections, career and employment workshops, a training and career services directory and more.

Where to find us

This publication and other labour market information products can be found at
employment.alberta.ca/calgary

We welcome your feedback! Send comments or suggestions to EI.Webmaster@gov.ab.ca.

New to Calgary?

A new website, calgarypedia.com, is driven by people who work and live in Calgary. Here, you will find **information** on housing, living, working and playing in Calgary.

To find out about life in Calgary, including things to do, weather and local social media, visit liveincalgary.com.

Calgary Economic Development (CED) is a great source of potential **employment**, with a comprehensive list of employers organized by industry. For more information, call CED at 403-221-7831 or click on the Calgary Business Directory at calgaryeconomicdevelopment.com.

The City of Calgary's website provides a wealth of **information**, such as the history of the city, traffic reports, bylaw issues, parks and recreation and events going on year round. For more information call 403-268-CITY or visit calgary.ca. For **transit** route information call 403-262-1000 or visit calgarytransit.com.

To find out about **health care** in Calgary, visit albertahealthservices.ca or call 403-943-1111.

Calgary has a thriving **cultural** scene. Visit calgaryplus.ca, ffwdweekly.com or discovercalgary.com.

The Calgary Real Estate Board and the Canada Mortgage and Housing Corporation are excellent sources for **housing market** information in Calgary, including valuable information for homebuyers, homeowners, renovators and renters. Calgary's current rental vacancy rate is four per cent. In October 2009 the average monthly rental price for a two-bedroom apartment was \$1,075

For rentals in Calgary, visit albertarent.com, calgary.kijiji.ca, lowcostrent.org, craigslist.ca, places4rent.ca, or the Calgary Housing Company.

The 2009 Alberta Wage and Salary Survey covers more than 500 occupations and provides information on **wages and salaries** for full time and part time employees in Alberta by occupation, geographic area and industry group. To find out more information about your career, visit alis.alberta.ca/wageinfo.