CCP for Retail Professionals and Associates v2.0 – Whitelisted Job Roles

[Updated to include Furniture sector – highlighted in purple]

S/N	SSOCs of growth jobs (at 5-digit SSOC level)	Job titles of growth jobs*	Job role specific -growth job skills in the ITM/JTM/whitelisted by SAs	Sector specific - growth job skills that are core/common to the entire sector, within the ITM/JTM/whitelisted by SAs[1]
1	52202	Sales Associate	1. Service Leadership 2. Omni channel management 3. Customer Experience Management 4. Data Analytics 5. Robotics and Automation Application 6. In-store Digital Application and Assistance 7. Interior Design knowledge 8. Sustainability Knowledge & Awareness 9. Furniture Styling Expertise 10. Project Management Skills 11. Upholstery and Material Expertise 12. Customer Experience Optimisation	1. Omni-channel Management 2. Customer Experience Management 3. Data Analytics 4. Robotics and Automation Application 5. In-store Digital Application and Assistance 6. Merchandise Buying 7. Merchandise Performance Analysis 8. Automated Inventory Control
2	52201	Sales Supervisor	1. Data Analytics 2. Product Styling 3. Omni-channel Management 4. Robotics and Automation Application	

			5. In-store Digital Application and Assistance 6. Visual Merchandising 7. Inventory Management Optimization 8. Sustainability Knowledge and Awareness 9. Upholstery and Material Expertise	9. Data Mining and Modelling 10. Customer Relationship Management (CRM) Operations 11. Knowledge of Sustainable Sourcing and Production 12. Trend Forecasting and Analysis
3	33225	Merchandising Executive	1. Customer Behaviour Analysis 2. Merchandise Buying 3. Merchandise Performance Analysis 4. Automated Inventory Control 5. Artificial Intelligence Application 6. Emerging Technology 7. Digital Fluency 8. Sustainable Product Sourcing 9. Furniture Trend Analysis /Forecasting 10. Pricing Strategy Development 11. Upholstery and Material Expertise	
4	12214	Merchandising Manager	1. Customer Behaviour Analysis 2. Merchandise Buying 3. Merchandise Performance Analysis 4. Automated Inventory Control	

			5. Artificial Intelligence Application 6. Emerging Technology 7. Infographics ad Data Visualisation 8. Data Analytics 9. Sustainable Product Sourcing 10. Furniture Trend Analysis /Forecasting 11. Supplier Relationship Management 12. Pricing Strategy Development 13. Upholstery and Material Expertise	
5	14201	Store Manager	1. Data Analytics 2. Product Styling 3. Omni-channel Strategy 4. Omni-Channel Management 5. Merchandise Performance Analysis 6. Business Performance Management 7. Robotics and Automation Application 8. In-store Digital Application and Assistance 9. Community Engagement and Marketing 10. Sustainable Furniture Practice	
6	14201	Retail Operations Director	1. Business Process Management 2. UI/UX Optimisation 3. Omni-channel Strategy	

			4. Omni-channel Management 5. Creative Thinking 6. Data Analytic 7. Strategic Planning 8. Risk Management 9. Performance Metric Analysis	
7	33229	Marketing Executive/Social Commerce Host	1. Infographics and Data Visualisation 2. Data Analytics 3. Data Mining & Modelling 4. Brand Storytelling 5. Digital Marketing Management 6. Brand Campaign Management 7. Market Profiling 8. Market Research 9. Customer Loyalty & Retention Strategy Formulation 10. Social Media Management 11. Digital Fluency 12. Sustainability Marketing 13. Customer Experience Optimisation	
8	12222	Marketing Manager/Social Commerce Lead	1. Infographics and Data Visualisation 2. Customer Behaviour Analysis 3. Market Trend Analysis 4. Data Analytics 5. Data Mining and Modelling 6. Brand Storytelling 7. Digital Marketing Management 8. Customer Loyalty and Retention	

			Strategy Formulation 9. Social Media Management 10. Social Media Marketing 11. Sustainability Marketing 12. Customer Experience Optimisation 13. Omni-channel Marketing Strategy	
9	33224	E-commerce Executive	1. Data Analytics 2. Business Performance Management 3. Customer Experience Management 4. Omni-channel Management 5. Transdisciplinary Thinking 6. Digital Fluency 7. Product Visualisation 8. Omni-channel Marketing Strategy 9. Supply Chain Management 10. Data Analysis	
10	12215	E-commerce Manager	1. Business Performance Management 2. Business Opportunities Development 3. UI/UX Optimisation 4. Technology Adoption and Innovation 5. Customer Experience Management	

			6. Omni-channel Management 7. Omni-channel Strategy 8. Category Management 9. Product Visualisation 10. Omni-channel Marketing Strategy 11. Supply Chain Management 12. Data Analysis	
11	13241	Warehouse Operations Manager	1. Warehouse Automation Application 2. Warehouse Space Utilisation 3. Warehouse Performance Measurement 4. Automated Inventory Control 5. Environmental Protection Management 6. Transport Management System Administration 7. Inventory Forecasting 8. Quality Control Systems 9. Sustainability Practices in Warehousing 10. Cost Analysis and Logistic Management	
12	33461	Logistics Operations Analyst	1. Logistics Solution Design Thinking 2. Autonomous Logistics Design and Application 3. Customer Experience Management	

			4. Data Analytics 5. Order Fulfilment Administration 6. Data Mining & Modelling 7. Infographics and Data Visualisation 8. Supply Chain Analysis 9. Inventory Forecasting 10. Sustainability Practices in Warehousing 11. Cost Analysis and Logistic Management 12. Inventory Forecasting	
13	34323	Visual Merchandiser	1. Visual Design and Communication Principles 2. Visual Merchandising Presentation 3. Customer Behaviour Analysis 4. Brand Storytelling 5. User Interface and User Experience Optimisation 6. Customer Experience Management 7. Visual Design and Communication Principles 8. Digital Fluency	
14	12222	Brand Manager	1. Customer Relationship Management 2. Brand Campaign Management 3. Data Analytics 4. Brand Storytelling 5. Digital Marketing Management	

			6. Customer Experience Management 7. Data Mining and Modelling 8. Social Media Management	
15	33229	Brand Executive	1. Brand Campaign Management 2. Social Media Management 3. Brand Storytelling 4. Customer Experience Management 5. Data Analytics 6. Data Mining and Modelling	
16	33461	Logistics Solutions Specialist	1. Integrated System Design and Application 2. E-Logistics IT Solutioning 3. Autonomous Logistics Design and Application 4. Automated Inventory Control 5. Data Analytics 6. Data Mining & Modelling 7. Infographics and Data Visualisation	
17	25121	Full Stack Developer/Social Commerce Engineer	1. Agile Software Development 2. Application Development 3. Consumer Intelligence Analysis 4. Database Administration 5. Media Data Management 6. Mobile Apps Marketing 7. Programming and Coding	

			8. Software Testing 9. User Experience Design 10. User Interface Design	
18	25124	UI/UX Designer	1. Design Concepts Generation 2. Digital Image Production 3. Digital Asset and File Management 4. Manual and Digital Drawings Production 5. Typeface and Layout Production 6. User Interface Design 7. User Experience Design 8. UI/UX Optimisation 9. Visual Design and Communication Principles 10. Visual Collaterals Production 11. Website Performance Management	
19	12215	Omni-channel Manager	1. Automated Inventory Control 2. Business Environment Analysis 3. Business Risk Assessment 4. Communications Channel Management 5. Data Analytics 6. Data Mining and Modelling 7. Database Administration 8. Delivery Optimisation 9. Demand Analysis	

			10. E-Commerce Campaign Management 11. Functional Analysis 12. Market Trend Analysis 13. Omni-channel Management 14. Omni-channel Strategy 15. Systems Thinking Application	
20	25112	Digital Transformation Manager	1. Business Environment Analysis 2. Business Intelligence and Data Analytics 3. Data Analytics 4. Database Administration 5. Demand Analysis 6. Technology Adoption and Innovation 7. Manage Change 8. Market Profiling 9. Market Trend Analysis 10. Omni-channel Strategy 11. Organisational Planning and Target setting 12. Organisational Strategy Formulation 13. Project After Action Review 14. Project Integration 15. Project Quality	
21	24314	Digital Marketer	1. Affiliate Marketing 2. Brand Campaign Management 3. Business Environment Analysis	

			4. Brand Storytelling 5. Business Operational Planning 6. Business Opportunities Development 7. Business Performance Management 8. Consumer Intelligence Analysis 9. Customer Behaviour Analysis 10. Customer Loyalty and Retention 11. Strategy Formulation 12. Digital Asset and File Management 13. Data Analytics 14. E-commerce Campaign Management 15. Infographics and Data Visualisation 16. Marketing Communications Plan Development 17. Organisational Planning and Target Setting 18. Omni-channel Strategy 19. Search Engine Optimisation (SEO) 20. Social Media Marketing 21. Sponsorship Management 22. Website Design 23. Visual Design and Communication Principles	

22	12241	Customer Experience Manager	1. Customer Acquisition Management 2. Customer Feedback and Relationship Management 3. Customer Loyalty 4. Customer Loyalty and Retention Strategy Formulation 5. Omni-channel Strategy 6. Product Advisory 7. Product Demonstration 8. People and Relationship Management 9. Service Brand 10. Service Coaching 11. Service Innovation Culture 12. Service Partnerships 13. Service Leadership 14. Service Planning and Implementation 15. Stakeholder Management 16. Interior Design Consultation 17. Showroom Experience Design	
23	12241	Customer Intelligence Analyst	1. Artificial Intelligence Application 2. Business Risk Assessment 3. Business Environment Analysis 4. Customer Relationship	

			Management (CRM) 5. Data mining and Modelling 6. Demand Analysis 7. Delivery Optimisation 8. Data Analytics 9. Database Administration 10. Functional Analysis 11. Infographics and Data Visualisation 12. Market Research 13. Market Trend Analysis 14. Market Profiling 15. Programming and Coding 16. Systems Thinking Application 17. Customer Journey Mapping 18. Predictive Analysis for Demand Forecasting	
24	24214	Sustainability Specialist	1. Business Performance Management 2. Business Continuity Planning 3. Business Relationship Building 4. Brand Storytelling 5. Carbon Footprint Management 6. Environmental Protection Management 7. Manage Change 8. Organisation Evaluation for Business Excellence	

			9. Policy Implementation and Revision 10. Project Management 11. Project Feasibility 12. Project Integration 13. Project Administration 14. Stakeholder Management 15. Service Planning & Implementation 16. Sustainability Reporting 17. Circular Economy Practices 18. Sustainable Supply Chain Management and Solutions	
25	21632	Product Innovator	1. Category Management 2. Customer Experience Management 3. Market Research 4. Market Trend Analysis 5. Product Costing and Pricing 6. Product Design and Development 7. Product Performance Management 8. Product Styling 9. Quality Assurance 10.	
26	34211	Lead Designer, Designer	1. Aesthetic and Design Sensibility 2. Conceptual Thinking 3. Critical Thinking 4. Data Analysis and Interpretation 5. Design Creation and Development	1. Creative Thinking 2. Systems Thinking 3. Material Studies and Production Processes

			6. Sustainable Design Practices 7. Design Thinking 8. Material Studies and Production Processes 9. User Experience Design 10. Technical Drawing 11. Virtual Reality and User Experience Design 12. Digital and Physical Prototyping 13. 3D Modelling and Rendering	4. Data Analysis and Interpretation 5. Design Thinking 6. 3D Modelling and Rendering 7. Knowledge of Sustainable Sourcing and Production 8. Trend Forecasting and Analysis
27	34212	Lead Visualizer / Storyteller	1. Aesthetic and Design Sensibility 2. Brand Management 3. Conceptual Thinking 4. Content Development and Strategy 5. Data and Information Visualisation 6. Narrative Design 7. Digital and Physical Prototyping 8. Design Thinking 9. Augmented Reality Integration	

*#1 - #4: High Impact Roles, #5 - #14: Medium Impact Roles, #15-#16: Low Impact Roles, #17-#25: Emerging Roles, #26- #27: Furniture Roles