



SALES REPRESENTATIVE, PRISON INDUSTRIES

7149-6PI03

Department: CALIFORNIA PRISON INDUSTRY AUTHORITY
Bulletin Release Date: July 22, 2016
Final Filing Date: August 19, 2016
Type of Examination: OPEN - STATEWIDE

EQUAL EMPLOYMENT OPPORTUNITY

The State of California is an Equal Opportunity Employer to all, regardless of age, ancestry, color, disability (mental and physical) exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

DRUG FREE STATEMENT

It is an objective of the State of California to achieve a drug-free workplace. Any applicant for employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service and the special trust placed in public servants.

POSITION(S) EXIST IN

Northern California and Southern California

WHO SHOULD APPLY

Applicants who meet the minimum qualifications (entrance requirements) in this announcement and who have not taken the examination in the last 12 months may apply for this examination.

HOW TO APPLY

State Applications (Form STD 678) must be filed by mail or in person, with the California Prison Industry Authority (CALPIA), Examination Unit, 560 East Natoma Street, Folsom, CA 95630-2200.

YOUR STATE APPLICATION MUST INCLUDE THE ABOVE "EXAM TITLE" AND "EXAM CODE" IN ORDER TO BE CONSIDERED FOR ADMITTANCE TO THE EXAMINATION.

DO NOT SEND APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES (CalHR)

FINAL FILING DATE

State Applications (Form STD 678) must be **POSTMARKED** and/or received by California Prison Industry Authority no later than **5:00 p.m. on August 19, 2016**. **Faxed or e-mailed applications will not be accepted.** Applications postmarked, personally delivered, or received via interoffice mail after **August 19, 2016**, will not be accepted for any reason.

QUALIFICATIONS APPRAISAL INTERVIEW

It is anticipated that interviews will be held during **September 2016**.

SALARY RANGE

\$5173 - \$6477

EXAMINATION INFORMATION

QUALIFICATIONS APPRAISAL – WEIGHTED 100%

This examination will consist of a qualifications appraisal interview. During their interview, competitors should be prepared to answer questions relating to areas shown under SCOPE OF THE EXAM. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in the interview. **COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.**

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, please contact the CALPIA Examination Unit at (916) 358-2696 to make specific arrangements.

**CALIFORNIA RELAY (TELEPHONE) SERVICE FOR THE DEAF OR HEARING-IMPAIRED:
FROM TDD PHONES: 1-800-735-2929 FROM VOICE PHONES: 1-800-735-2922**

ELIGIBLE LIST INFORMATION

A departmental OPEN eligible list will be established for the California Prison Industry Authority (CALPIA). Eligibility expires **12** months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

CALPIA BACKGROUND

CALPIA is a State-operated organization that was created by Chapter 1549, Statutes of 1982 (California Penal Code Section 2800) to provide productive work assignments for offenders in California's adult correctional institutions. CALPIA provides work assignments for approximately 6,500 offenders and operates over 100 service, manufacturing, and agricultural industries at 34 prisons throughout California. CALPIA is self-supporting and does not receive an annual appropriation from the Legislature. CALPIA's revenue comes from the sale of its products and services to governmental organizations. CALPIA's industries produce over 1,500 goods and services including: office furniture, clothing, food products, shoes, printing services, signs, binders, eye wear, gloves, license plates, cell equipment, and much more. CALPIA products and services are available to government entities, including Federal, State, and local governmental agencies.

POSITION DESCRIPTION

Acts as a Sales Account Representative for the sale of products and services to California Government entities for all CALPIA enterprises. Responsible for all aspects of the sales process, including: developing strong organization and product/service knowledge, customer research and analysis, prospecting, identification of customer needs, negotiations, presentations, proposals, securing business, successfully handling objections and customer issues, conducting factory tours within correctional institutions and providing excellent customer service. Incumbent will be responsible for conducting sales activities in person at customer and potential customer locations, trade shows, as well as by phone/email with key emphasis on effective oral and written communication. Position will be responsible for presenting key features and benefits of CALPIA products and services to individuals as well as groups varying in size. Position will report to the CALPIA Sales Manager and will be responsible to utilize Microsoft Word, Excel, PowerPoint and other software programs beneficial for reports, analytics, presentations, research and correspondence. In addition, the incumbent will be responsible for providing customer feedback to Marketing, Operations, Administration Division branches and Executive staff. Moderate to extensive travel is required.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

It is your responsibility to make sure you meet the education and/or experience requirements as stated on this announcement at the time application is filed.

NOTE: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination. Applicants must meet the education and/or experience requirements for this examination at the time the application is filed. **All applications/resumes must include "to" and "from" employment dates (month/day/year), time-base, civil service class title(s) and range, if applicable. If utilizing the Education Pattern, please provide a copy of your degree or transcript. College course information must include: title, semester, or quarter credits, name of institution, completion dates, and degree (if applicable).**

Applications/resumes received without this information will be rejected.

If using Out of Class (OOC) experience towards meeting minimum qualifications for this examination, it is the responsibility of the applicant to provide OOC verification that has been approved by the Human Resources Unit. Please Note: If documentation is not provided during the examination filing period, your application may be rejected.

MINIMUM QUALIFICATIONS

Qualifying experience may be combined on a proportionate basis if the requirements stated include more than one pattern, distinguished as "either" I, "or" II, "or" III, etc. For example, candidates who possess qualifying experience amounting to 50% of the required time of Pattern I, & additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

Either 1

Two years of experience in the Prison Industries program of the California Department of Corrections and Rehabilitation performing the duties of a class with a level of responsibility equivalent to that of Sales Order Supervisor.

Or II

Experience: Three years of experience as a wholesale or institutional salesperson selling a variety of products to large public or private organizations. (Experience as a route salesperson or rack jobber is not considered qualifying) **and**

Education: Equivalent to completion of two years of college. (Additional qualifying experience may be substituted for the required college education on a year-for-year basis.)

Definition of Terms in Minimum Qualifications: Rack jobber or route salesperson is someone that goes into a drug or food store, etc., inventory items on shelves; return to their truck and gather merchandise to replenish stock.

SPECIAL PERSONAL CHARACTERISTICS

Demonstrated sales ability; ability to work with relative independence; neat personal appearance; willingness to travel; tact; willingness to work irregular hours.

SPECIAL NOTE: EDUCATION AND EXPERIENCE

If conditions warrant, this examination may utilize an evaluation of each candidate's experience and education compared to a standard developed from the class specification. For this reason, it is especially important that each candidate take special care in accurately and completely filling out their application. List all experience relevant to the "Requirements for Admittance to the Examination" shown on this announcement, regardless of how long it has been since you attained the experience. Supplementary information will be accepted but read the "Requirements for Admittance to the Examination" carefully to see what kind of information will be useful to the staff doing the evaluation.

SCOPE OF THE EXAM

A. Knowledge of (with particular reference to Sales Representative, Prison Industries):

1. Principles, techniques, and trends in marketing practice to achieve sales goals.
2. Various sales processes utilized to overcome sales challenges.
3. Regulations and laws pertaining to CALPIA and to prisons to ensure regulatory compliance.
4. Organization and functions of the California Department of Corrections and Rehabilitation (CDCR) and CALPIA, to manage account base and achieve sales goals.
5. Organizations, facilities and services of City, County and State agencies to convey information and concepts.
6. Industrial design, color coordination, and office layout to determine the goals of the customer.
7. Materials and processes used by CALPIA in the manufacturing of products in various categories to effectively promote the sale of products and services.
8. Various Microsoft Office Word, Excel, PowerPoint and other software programs to effectively complete work assignments.

B. Ability to (with particular reference to Sales Representative, Prison Industries):

1. Communicate clearly and effectively to small and large audiences in oral and written presentations to promote CALPIA products and services.
2. Communicate efficiently throughout CALPIA's organization to manage external and internal relationships.
3. Plan and create preliminary designs of custom products or adapt stock items to satisfy customer needs.
4. Analyze situations accurately to determine and implement appropriate courses of actions.
5. Work independently and travel extensively overnight statewide to perform the assigned duties of CALPIA Sales Representative.
6. Independently work and organize tasks to make efficient use of time to effectively achieve CALPIA goals.
7. Present the mission of the CDCR as well as CALPIA to educate and gain support of potential and current customer base.
8. Establish cooperative relations with potential and current customer base to effectively achieve CALPIA goals.
9. Make comprehensive and accurate field reports to provide useful information to various audiences within CALPIA.

VETERANS' PREFERENCE

Effective January 1, 2014, in accordance with Government Code 18793.1 and 18973.5, whenever any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran achieves a passing score on an open examination, he or she shall be ranked in

the top rank of the resulting eligibility list. This section shall not apply to any veteran who has been dishonorably discharged or released.

Due to changes in the law, which were effective January 1, 1996, VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS' CREDITS.

CAREER CREDITS

Career Credits will not be added to the final score for this examination, because it is an OPEN examination and therefore does not meet the requirements.

QUESTIONS?

If you have any questions concerning this announcement, please contact CALPIA, Examination Unit, 560 East Natoma Street, Folsom, CA 95630-2200 at (916) 358-2696.

GENERAL INFORMATION

CALPIA reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified accordingly.

For an examination without a written feature, it is the candidate's responsibility to contact the California Prison Industry Authority at (916) 358-2696 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview, due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at California Department of Human Resources (CalHR), local offices of the Employment Development Department, the CALPIA Human Resources, and online at www.calpia.ca.gov.

If you meet the requirements stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled at Folsom headquarters and correctional institutions throughout the State. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) Subdivisional promotional, 2) departmental promotional, 3) multi-departmental, 4) service-wide promotional, 5) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin and under certain circumstances may be extended beyond that time.

General Qualifications: Candidates should possess essential personal qualifications, including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In OPEN examinations, an investigation may be made of employment records and personal history and fingerprinting may be required. Any limitation, which restricts a person from safely performing the essential functions of the position, may constitute the basis for removal of the candidate's name from the eligible list.

Background Investigation: If you are successful in this examination, you may be required to complete a background investigation form disclosing information on arrests and driving violations. Candidates will be fingerprinted to search fingerprint files to disclose any criminal record. The hiring agency will use this information to determine your suitability to become a CALPIA employee. Information collected for a background investigation is distinct from that required on the Examination Application (STD 678) which is completed prior to the examination. You will be required to divulge arrest and/or conviction information on the background investigation document that is not required when completing the Examination Application.

Veterans' Preference Credits: Effective January 1, 2014, in accordance with Government Code 18793.1 and 18973.5, whenever any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran achieves a passing score on an OPEN examination, he or she shall be ranked in the top rank of the resulting eligibility list. This section shall not apply to any veteran who has been dishonorably discharged or released. Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply to Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at <http://jobs.ca.gov/Job/VeteransInformation>, and the Department of Veterans Affairs.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work, 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical accounting classes, substitution of business college work in place of high

school on a year-for-year basis.

Policy of Nondiscrimination on the Basis of Disability and Equal Employment Opportunity Statement: The California Prison Industry Authority does not discriminate on the basis of disability in employment or in the admission and access to its program or activities. The Equal Employment Opportunity Office has been designated to coordinate and carry out this agency's compliance with the nondiscrimination requirements to Title II of the Americans with Disabilities Act (ADA). Information concerning the provisions of the ADA, and the rights provided thereunder, is available from the ADA Coordinator at 560 East Natoma Street, Folsom, CA 95630-2200.

CALIFORNIA PRISON INDUSTRY AUTHORITY
EXAMINATION UNIT
560 EAST NATOMA STREET * FOLSOM, CA 95630-2200
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