



BULLETIN RELEASE DATE: NOVEMBER 18, 2014
FINAL FILING DATE: DECEMBER 3, 2014
NEW FINAL FILING DATE: DECEMBER 26, 2014

CALIFORNIA PRISON INDUSTRY AUTHORITY

SALES REPRESENTATIVE, PRISON INDUSTRIES 4PI22 OPEN - STATEWIDE

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.

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. DO NOT SEND APPLICATIONS TO THE CALIFORNIA HUMAN RESOURCES DEPARTMENT (CalHR)
FINAL FILING DATE	<i>NOTE: IF YOU ALREADY SUBMITTED A STATE APPLICATION (STD 678) FOR THIS EXAMINATION (ORIGINAL FINAL FILING DATE OF DECEMBER 3, 2014), YOU DO NOT NEED TO SUBMIT ANOTHER APPLICATION.</i> State Applications (Form STD 678) must be POSTMARKED no later than 5:00 pm on DECEMBER 26, 2014 . Faxed or Emailed applications will not be accepted. Applications postmarked, personally delivered or received via interoffice mail after the final file date will not be accepted for any reason.
QUALIFICATIONS APPRAISAL INTERVIEW	It is anticipated that interviews will be held during JANUARY 2015 .
SALARY	\$5047 - \$6319
SPECIAL TESTING ARRANGEMENTS	If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application". You will be contacted to make specific arrangements.
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 inmates in California's adult correctional institutions. CALPIA provides work assignments for approximately 5,900 inmates and operates over 60 service, manufacturing, and agricultural industries at 22 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 1,400 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

POSITION DESCRIPTION (CONTINUED)	<p>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.</p>
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	<p>Note: All applicants must meet the education and/or experience requirements for this examination by the Final Filing date. Your signature on your application indicates that read, understand, and possess the minimum qualifications required. Applications/resumes received without this information will be rejected.</p> <p>Note: All applications/resumes must include “to” and “from” employment dates (month/day/year), time-base, and official employment titles. Applications/resumes received without this information will be rejected.</p> <p>Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.</p>
MINIMUM QUALIFICATIONS	<p style="text-align: center;">Either I</p> <p>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.</p> <p style="text-align: center;">Or II</p> <p>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</p> <p>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.)</p> <p>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.</p>
SPECIAL PERSONAL CHARACTERISTICS	<p>Demonstrated sales ability; ability to work with relative independence; neat personal appearance; willingness to travel; tact; willingness to work irregular hours.</p>
EXAMINATION INFORMATION	<p style="text-align: center;">QUALIFICATIONS APPRAISAL – WEIGHTED 100%</p> <p>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. 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.</p>
SPECIAL NOTE: EDUCATION AND EXPERIENCE	<p>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.</p>
SCOPE OF EXAM	<p>A. Knowledge of:</p> <ol style="list-style-type: none"> 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.

SCOPE OF EXAM (CONTINUED)	<p>B. Ability to:</p> <ol style="list-style-type: none"> 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/CAREER CREDITS	<p>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.</p> <p>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.</p> <p>Career Credits are not granted in "OPEN" exams.</p>
QUESTIONS	<p>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.</p>

GENERAL INFORMATION

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 CalHR, local offices of the Employment Development Department, CALPIA, and 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.

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.

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) departmental open, 6) open. 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 must 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
560 EAST NATOMA STREET * FOLSOM, CA 95630-2200-WWW.CALPIA.CA.GOV
CALIFORNIA RELAY (TELEPHONE) SERVICE FOR THE DEAF OR HEARING-IMPAIRED:
FROM TDD PHONES: 1-800-735-2929 FROM VOICE PHONES: 1-800-735-2922