

**CALIFORNIA PRISON INDUSTRY AUTHORITY  
SALES MANAGER, PRISON INDUSTRIES**

**2PI22**

**OPEN**

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR 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.

<b>POSITION EXIST AT</b>	California Prison Industry Authority's Central Office located in Folsom, California.
<b>WHO SHOULD APPLY</b>	Applicants who meet the minimum qualifications (entrance requirements). This is an <b>OPEN</b> examination. Applications will <b>NOT</b> be accepted on a promotional basis.
<b>HOW TO APPLY</b>	Applications (Form 678) are available, and must be filed by mail or in person, with the California Prison Industry Authority, Examination Unit, 560 East Natoma Street, Folsom, CA 95630-2200 by the final filing date.  <b>DO NOT SEND APPLICATIONS TO THE STATE PERSONNEL BOARD</b>
<b>FINAL FILING DATE</b>	Applications (Form 678) must be <b>POSTMARKED</b> no later than <b>February 11, 2013</b> . Applications postmarked, personally delivered, or received via interoffice mail after the final filing date will not be accepted for any reason.
<b>QUALIFICATIONS APPRAISAL INTERVIEW</b>	It is anticipated that interviews will be held during <b>MARCH/APRIL 2013</b> .
<b>MONTHLY SALARY RANGE</b>	<b>\$6173 - \$6808</b>
<b>SPECIAL TESTING ARRANGEMENTS</b>	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.
<b>ELIGIBLE LIST INFORMATION</b>	An eligible list will be established for the California Prison Industry Authority. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.
<b>POSITION DESCRIPTION</b>	The Sales Manager, Prison Industries, under the direction of the Assistant General Manager, Marketing Division, is responsible for managing and directing a staff of Sales Account Representatives and Sales Team Members while providing management oversight to the Customer Services Manager; planning, organizing, and directing the sale and support of merchandise and services produced by California's Prison Industry Programs; develops and implements sales and customer services strategies necessary for California Prison Industry Authority's (CALPIA) growth; develops new sales outlets and expands existing ones where possible; plans and develops programs to increase sales volume; supervises, trains, and evaluates the performance of Sales Staff; oversees the Strategic Account Management program; generates sales and customer services analysis and modeling to identify both current and future challenges and opportunities; develops and implements sales and customer services plans in conjunction with various annual plan forecasts; assists in settling claims and complaints; communicates with customers at various levels both in State and out of State; makes recommendations on new products and services, or changes in present ones; offers recommendations to promotional advertising campaigns aligned with sales and customer services efforts; assists in the development of CALPIA's sales and marketing plan and other key initiatives and reports; works in combination with other Marketing Division Branches with a focus on increased effectiveness and efficiencies to support the overall mission and vision of CALPIA.

<b>REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION</b>	Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I "or" II, "or" III, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and 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 requirements. <b>NOTE:</b> 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 by the file-in-person date. <b>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.</b>
<b>MINIMUM QUALIFICATIONS</b>	<p style="text-align: center;"><b>Either I</b></p> <p>One year of experience performing the duties of a Sales Representative, Prison Industries, in the California state service.</p> <p style="text-align: center;"><b>Or II</b></p> <p>Four years of experience as a wholesale salesperson selling a variety of merchandise to large public or private organizations, two years of which must have been as a sales manager in charge of a force of sales personnel.</p>
<b>SPECIAL PERSONAL CHARACTERISTICS</b>	Demonstrated sales promotion ability, willingness to travel, imagination, originality, tact, self-confidence, neat personal appearance, and pleasing personality.
<b>ADDITIONAL DESIRABLE QUALIFICATION</b>	Education equivalent to completion of the twelfth grade.
<b>EXAMINATION INFORMATION</b>	<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 <b>70%</b> must be attained in the interview. <b>COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.</b></p> <p style="text-align: center;"><b>QUALIFICATIONS APPRAISAL – WEIGHTED 100%</b></p>
<b>SCOPE</b>	<p>In addition to evaluating the competitor's relative abilities as demonstrated by length and breadth of experience, emphasis in the examining interview will be on measuring each competitor's:</p> <p><b>A. Knowledge of:</b></p> <ol style="list-style-type: none"> <li>1. Sales management principles and practices including sales promotion and merchandising techniques.</li> <li>2. Types of articles suitable for prison production.</li> <li>3. Distribution methods.</li> <li>4. Principles of effective supervision.</li> <li>5. Training principles.</li> <li>6. The department's Equal Employment Opportunity program objectives.</li> <li>7. A supervisor's role in the Equal Employment Opportunity program and the processes available to meet Equal Employment Opportunity objectives.</li> </ol> <p><b>B. Ability to:</b></p> <ol style="list-style-type: none"> <li>1. Plan, organize, coordinate, and direct the work of others.</li> <li>2. Use sales management principles and practices including sales promotion and merchandising techniques.</li> <li>3. Develop distribution channels.</li> <li>4. Establish and maintain effective working relations with those contacted in the work.</li> <li>5. Analyze situations and take effective action.</li> <li>6. Train sales staff.</li> <li>7. Speak and write effectively.</li> <li>8. Effectively contribute to the department's Equal Employment Opportunity objectives.</li> </ol>
<b>VETERANS' PREFERENCE/CAREER CREDITS</b>	Veterans' preference points will be added to the final score of all competitors in this examination who qualify for the credits and successfully complete the examination. Instructions for applying for veterans' preference are on the Veterans Preference Application form, which is available at the State Personnel Board. Career credits are not granted in OPEN examinations.
<b>QUESTIONS???</b>	If you have any questions concerning this announcement, please contact the California Prison Industry Authority, Examination Unit, 560 East Natoma Street, Folsom, CA 95630-2200 at (916) 358-2696.

## 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 the State Personnel Board, local offices of the Employment Development Department, and the Department noted on the front and at [www.pia.ca.gov](http://www.pia.ca.gov).

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. All candidates who pass will be ranked according to their scores.

**The California Prison Industry Authority** 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's Central Office 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.

**Career Credits:** In open, non-promotional examinations, career credits are granted to: 1) State employees with permanent civil service status, 2) full-time employees of the State who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in or are graduates of the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria and who are successful in the examination, such examinations cannot be for managerial positions described in Government Code Section 3513. Competitors not currently employed in State civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section of the application Form 100-678. (Section 4 of Article VII of the California Constitution is posted at the State Personnel Board, 801 Capitol Mall, Sacramento, CA.)

**Veterans' Preference Credits:** California Law allows granting of Veterans' Preference Credits in Open examinations and Open Non-promotional exams. Credit in open entrance examinations is granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100%-disabled veterans; and 15 points for disabled veterans. Credit in Open Non-promotional examinations is granted as follows: Five (5) points for veterans; and 10 points for disabled veterans. Directions for applying for veterans' preference points are on the veteran preference application (Form 10093), which is available from State Personnel Board Offices written test proctors, and the Department of Veterans Affairs, P. O. Box 942895, Sacramento, CA 94295-0001.

**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.

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CALIFORNIA PRISON INDUSTRY AUTHORITY  
560 EAST NATOMA STREET \* FOLSOM, CA 95630-2200  
CALIFORNIA RELAY (TELEPHONE) SERVICE FOR THE DEAF OR HEARING-IMPAIRED:  
FROM TDD PHONES: 1-800-735-2929 FROM VOICE PHONES: 1-800-735-2922