



CALIFORNIA DEPARTMENT OF HUMAN RESOURCES

## Route Sales Representative

E699: – 1791: – 3PB61

Department(s): California Department Of State Lottery  
Opening Date: 9/26/2014  
Final Filing Date: Continuous  
Type of Examination: Departmental Open

### EEO

An equal opportunity employer to all regardless of age, ancestry, color, denial of family and medical care leave, disability, gender identity or expression, genetic information, marital status, medical condition, military and veteran status, national origin, political affiliation, race, religion, sex, or sexual orientation of any person.

### DRUG-FREE STATEMENT

It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State 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.

### WHO SHOULD APPLY?

Applicants who meet the Minimum Qualifications as stated on this bulletin may apply for and take this Training and Experience Evaluation at any time.

Once you have taken the Training and Experience Evaluation, you may not retake it for **12 months**.

### FILING INSTRUCTIONS

**Final Filing Date:** Continuous

**Where to Apply:** Click the link at the bottom of this bulletin.

### SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact:

California Department of Human Resources  
Examination and Selection Services Section  
1-866-844-8671  
California Relay Service (7-1-1)  
Telecommunications Device for the Deaf (TTY) (916) 654-6336

TTY is a telecommunications device that is reachable only from phones equipped with a TTY device.

### SALARY INFORMATION

Range A: \$ 2568.00-\$3739.00

### ELIGIBLE LIST INFORMATION

An open, merged eligible list will be established by the California Department of Human Resources for use by the California Department of State Lottery. The names of successful competitors will be merged onto the eligible list in order of final score regardless of test date. Eligibility expires 12 months after it is established. Competitors must then retake the Training and Experience Evaluation to reestablish eligibility.

### REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

**NOTE:** All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the test is taken.

## MINIMUM QUALIFICATIONS

Possession of a valid driver license of the appropriate class issued by the Department of Motor Vehicles. Applicants who do not possess the license will be admitted to the examination but must secure the license prior to appointment and

Either I Experience: Two years of [experience](#)

Or II

Education:

[Completion of 60 semester units of study given by a recognized institution preferably with significant course work in one or more of the following areas, marketing, public speaking, writing, information technology, merchandising, statistics, and or accounting.](#) (Additional qualifying experience may be substituted for the required education on a year for year basis.).

## POSITION DESCRIPTION

Positions allocated to this class differ from those in District Sales Representative classification in that Route Sales Representative classification typically perform duties within narrower established limits, work within specific guidelines and procedures, and are more closely supervised

## EXAMINATION INFORMATION

### TRAINING AND EXPERIENCE EVALUATION – Weighted 100%

The examination will consist solely of a Training and Experience Evaluation. To obtain a position on the eligible list, a minimum score of 70% must be received. An applicant will receive his/her score upon completion of the Training and Experience Evaluation process.

[Click here to preview the Training and Experience Evaluation.](#)

## KNOWLEDGE AND ABILITIES

### Knowledge of:

1. Wholesale and retail sales and operations to conduct a sales route, evaluate its efficiency, and communicate with individuals involved with sales route.
2. Selling techniques and methods to address questions and maximize sales.
3. Basic record keeping techniques to track information provided to retailers (e.g., trainings operating procedures), maintain service records, and monitor inventory.
4. Financial record keeping and basic accounting principles to maintain accurate records.
5. Basic mathematics (e.g., addition, subtraction, multiplication, division) principles to maintain records (e.g., inventory, promotional items).

### Ability to:

6. Establish, prioritize, coordinate, and implement work assignments to complete projects and assignments within established timeframes.

7. Analyze marketing data in order to provide recommendations to retailers and/or management for maximizing sales.
8. Provide customer service in a professional and respectful manner to represent the company in a positive manner while meeting the needs of retailers and customers.
9. Actively listen to obtain pertinent information for carrying out directions from management or stakeholders.
10. Think logically when solving problems or making decisions (e.g., evaluating issues, generating solutions).
11. Resourcefully deal with new situations or difficulties in the course of conducting a sales route or completing job responsibilities.
12. Orally communicate information in person or over the phone in a variety of settings (e.g., evaluating issues, generating solutions).
13. Utilize tracking logs to monitor and stock inventory.
14. Count and handle money (e.g., accounts receivable) to maintain accurate records and reconcile cash.
15. Lift and carry up to 30 pounds to transport products during retailer visits.
16. Use Retail Product Plans/schematics to help stock equipment (e.g., vending machines) and to identify the best-selling products.
17. Plan sales routes based on zip codes to provide most efficient coverage that meets the needs of retailers.
18. Use office software (e.g., Microsoft Office) to accomplish common clerical needs (e.g. word processing, spreadsheets, presentations, communications, scheduling).

**Willingness to:**

19. Travel and work away from the headquarters office to conduct fieldwork.
20. Work irregular hours to ensure goals and objectives are completed.

### **VETERANS' PREFERENCE**

Veterans' Preference will be granted for this examination. Effective January 1, 2014, in accordance with Government Codes 18973.1 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.

### **VETERANS**

Persons retired from the United States military or honorably discharged from active duty shall be eligible to compete in promotional examinations for which they meet the minimum qualifications as prescribed by the class specification. Persons receiving passing scores shall have their names placed on the promotional eligibility lists resulting from these examinations. In evaluating minimum qualifications, related military experience shall be considered State civil service experience in a class deemed comparable by CalHR,

based on the duties and responsibilities assigned (Section 18991).

For cases in which promotional examinations are given by more than one department for the same classification, the veteran shall select one department for which to compete. Once this selection is made, it cannot be changed for the duration of the promotional list eligibility established from the examination in which the veteran participated. Employees may request a transfer of list eligibility between departments in the same manner as provided for civil service employees (Section 18991).

## CAREER CREDITS

Career Credits **will not** be added to the final score for this exam, because it does not meet the requirements to qualify for Career Credits.

## CONTACT INFORMATION

If you have any **technical questions** concerning this examination bulletin, please contact:

California Department of Human Resources  
Attn: Examination Services  
1810 16<sup>th</sup> Street, North Bldg. Ste 522n  
Sacramento, CA 95811

1-866-844-8671  
California Relay Service (7-1-1)  
Telecommunications Device for the Deaf (TTY) (916) 654-6336

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If you have any **administrative** questions concerning this examination bulletin, please contact:

California State Lottery  
Attn: Examination Unit, Lu Cruz  
PO BOX 2630  
Sacramento, CA 95812  
916-822-8146

## GENERAL INFORMATION

**For an examination with a written feature**, it is the candidate's responsibility to contact the testing department three weeks after the Final Filing Date if he/she has not received his/her notice.

**If a candidate's notice** of written test fails to reach him/her 3 days prior to their scheduled appointment., he/she must contact CalHR at 1-866-844-8671.

**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. However, locations may be limited or extended as conditions warrant.

**Applications are available** at [www.jobs.ca.gov](http://www.jobs.ca.gov) and local offices of the Employment Development Department.

**If you meet the requirements** stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

**The California Department of Human Resources** reserves the right to revise the examination plan to better meet the needs of the service, should the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

**Candidates needing special testing arrangements** due to a disability must mark the appropriate box on the application and contact the testing department.

**Hiring Interview Scope:** In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience, and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development. For more information, you may refer to the classification specification.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, the 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, investigation may be made of employment records and personal history, and fingerprinting may be required.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

**Veterans' Preference:** Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference. 2) An entrance examination is defined, under the law, as any open competitive examination. And 3) Veterans' Preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for 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.

**Bulletin Revision Date: 9/26/14**

## **TAKING THE EXAM**

**When you click the link below, you will be directed to the Training and Experience Evaluation. At the end of the Training and Experience Evaluation, it will be instantly scored.**

**[Click here to go to the Training and Experience Evaluation.](#)**