



ROUTE SALES REPRESENTATIVE

Exam Code: 3PB61

Department: California State Lottery

Exam Type: Departmental, Open

Final Filing Date: Continuous

CLASSIFICATION DETAILS

Route Sales Representative – \$3,221.00 - \$4,689.00 per month

[View the Route Sales Representative classification specification](#)

APPLICATION INSTRUCTIONS

Final Filing Date: Continuous

Who Should Apply:

Applicants who meet the minimum qualifications as stated on this bulletin may apply for and take this examination.

Once you have taken this examination, you may not retake it for **twelve (12) months**.

How To Apply:

The link to connect to the Training and Experience Evaluation is located farther down on this bulletin in the “Taking the Exam” section.

Special Testing Arrangements:

If you require assistance or alternative testing arrangements due to a disability, please contact the testing department listed in the Contact Information section of this bulletin.

MINIMUM QUALIFICATIONS

All applicants must meet the education and/or experience requirements as stated on this exam bulletin to be accepted into the examination. Part-time or full-time jobs, regardless of whether paid or volunteer positions, and inside or outside California state service will count toward experience.

Route Sales Representative

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 1

Experience: Two years of [sales experience](#).

Or 2

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

Route Sales Representative

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

EXAMINATION SCOPE

This examination consists of the following components:

Training and Experience Evaluation – Weighted 100% of the final score.

The examination consists solely of a **Training and Experience Evaluation**. To obtain a position on the eligible list, a minimum score of 70% must be received. Applicants will receive their score upon completion of the Training and Experience Evaluation process.

In addition to evaluating applicants' relative knowledge, skills, and ability, as demonstrated by quality and breadth of education and/or experience, emphasis in each exam component will be measuring competitively, relative job demands, each applicant's:

Knowledge of:

1. Utilizing POS materials and display techniques
2. Basic personal computer and terminal operation
3. Basic principles and practices of in-store product marketing, merchandising, and promotions

Ability to:

1. Work on their own in the field under supervision
2. Use tact and good judgment in dealing with the public

3. Establish and maintain good working relationships with store personnel and CSL staff contacted in the course of work
4. Safely operate a motor vehicle, keep logs, obtain routine maintenance/service, and report vehicle problems
5. Deal with in-store situations/problems and take appropriate action
6. Communicate effectively
7. Physically restock and/or move equipment
8. Collect and reconcile cash, demonstrating a good understanding of basic accounting principles
9. Review sales data and take appropriate action such as adjusting product mix and recommend POS placement
10. Set up and maintain POS material and merchandise as instructed
11. Maintain accurate electronic and hardcopy records/logs relating to daily schedule and activity
12. Learn CSL equipment operation
13. Understand basic safety guidelines relating to the placement of equipment and POS material

ELIGIBLE LIST INFORMATION

A departmental, open eligible list for the **Route Sales Representative** classification will be established for:

California State Lottery

The names of **successful** competitors will be merged onto the eligible list in order of final score regardless of exam date. Eligibility expires **twelve (12) months** after it is established. Applicants must then retake the examination to reestablish eligibility.

Veterans' Preference will be granted for this examination. In accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, or widow or widower of a veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligible list.

Veterans status is verified by the California Department of Human Resources (CalHR). Information on this program and [the Veterans' Preference Application](#) (Std. form 1093) is available online. Additional information on veteran benefits is available at the Department of Veterans Affairs.

Career Credits **will not** be added to the final score of competitors who are successful in this examination.

EXAMINATION INFORMATION

[Preview of the Route Sales Representative Training and Experience Evaluation](#)

PREPARING FOR THE EXAMINATION

Here is a list of suggested resources to have available prior to taking the exam.

Employment History: Employment dates, job titles, organization names and addresses, names of supervisors or persons who can verify your job responsibilities, and phone numbers of persons listed above.

Education: School names and addresses, degrees earned, dates attended, courses taken (verifiable on a transcript), persons or office who can verify education, and phone numbers of persons or offices listed above.

Training: Class titles, certifications received, names of persons who can verify your training, and phone numbers of persons listed above.

TAKING THE EXAMINATION

[Take the Route Sales Representative examination](#)

TESTING DEPARTMENTS

California State Lottery

CONTACT INFORMATION

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

California State Lottery
Attn: Examination Unit, Lu Cruz
P O Box 2630
Sacramento, CA 95812
Phone: 916-822-8146

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

California Department of Human Resources
Attn: Examination Services
1810 16th Street
Sacramento, CA 95811
Phone: 1-866-844-8671

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.

EQUAL OPPORTUNITY EMPLOYER

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of 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 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.

GENERAL INFORMATION

Examination and/or Employment Application (STD 678) forms are available at the California Department of Human Resources, local offices of the Employment Development Department, and through your [CalCareer Account](#).

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 in this bulletin will be rated against a predetermined job-related rating, and all applicants who pass will be ranked according to their score.

The California State Lottery 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 laws and rules and all applicants will be notified.

General Qualifications: Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgement, 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) servicewide 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 one to four years unless otherwise stated on the bulletin.

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 competitor is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.