



## **STATE OF COLORADO**

### **CLASS SERIES DESCRIPTION**

**July 1, 2000**

#### **CORRECTIONAL INDUSTRIES SALES REPRESENTATIVE**

**H6L1XX**

#### **DESCRIPTION OF OCCUPATIONAL WORK**

This class series uses one level in the Professional Services Occupational Group and describes sales and marketing work pertaining to correctional industries. Positions in this class series are involved in the marketing, selling, and distribution of products manufactured by correctional industries; developing new products and joint ventures with private industry; developing and implementing marketing, advertising, and sales plans; educating customers on products and services; designing space planning and office layouts for customers; and, supervising and managing sales and marketing operations.

**CORRECTIONAL ACCOUNT SALES REPRESENTATIVE** H6L1XX

#### **CONCEPT OF CLASS**

This class describes fully-operating correctional sales work. Positions at this level carry out the full range of sales operations and processes in accordance with established guidelines, standards, alternatives, and practices and function as individual contributors or work leaders as described by the Line/Staff Authority factor. Work involves providing customers with product information, assuring sales orders are completed accurately and processed properly, preparing sales reports, selling and advising customers on complete product line, scheduling sales calls, promoting products and services, preparing bids, and other sales and customer service activities designed to sell products.

#### **FACTORS**

**Allocation must be based on meeting all of the four factors as described below.**

**Decision Making** --The decisions regularly made are at the operational level, as described here. Within limits set by the specific sales process, choices involve deciding what operation is required to carry out the process. This

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includes determining how the operation will be completed. By nature, data needed to make decisions are numerous and variable so reasoning is needed to develop the practical course of action within the established process. Choices are within a range of specified, acceptable standards, alternatives, and technical practices. For example, positions apply sales, marketing, and space planning guidelines, techniques, and practices to determine the most effective course of action to promote and sell products or design space planning and office layouts, which visually portray products to accommodate customer needs.

**Complexity** --The nature of, and need for, analysis and judgment is patterned, as described here. Positions study sales, marketing, product, and customer information to determine what it means and how it fits together in order to sell products and accommodate customer needs. Guidelines in the form of sales, marketing, and agency principles, practices, techniques, or methods exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines which may change for varying customer and sales circumstances as the task is repeated. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given customer or sales circumstances of the situation. For example, a position selects, interprets, and applies the most appropriate marketing, sales, promotional, or space planning practice, technique, or method to satisfy a customer need or resolve a product shipping and delivery problem.

**Purpose of Contact** --Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of clarifying underlying rationale, intent, and motive by marketing a product or service. This goes beyond what has been learned in training or repeating information that is available in another format. For example, a position clarifies the benefits of specific products to market and sell them to customers.

**Line/Staff Authority** --The direct field of influence the work of a position has on the organization is as an individual contributor or work leader. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team.

**OR**

The work leader is partially accountable for the work product of two or more full-time equivalent positions, including timeliness, correctness, and soundness. At least one of the subordinate positions, generally inmate employees, must be involved in sales or distribution or at a comparable conceptual level. Typical elements of direct control over other positions by a work leader include assigning tasks, monitoring progress and work flow, checking the product, scheduling work, and establishing work standards. The work leader provides input into supervisory decisions made at higher levels, including signing leave requests and approving work hours. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

**ENTRANCE REQUIREMENTS**

Minimum entry requirements and general competencies for classes in this series are contained in the State of Colorado Department of Personnel web site.

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For purposes of the Americans with Disabilities Act, the essential functions of specific positions are identified in the position description questionnaires and job analyses.

**CLASS SERIES HISTORY**

Effective 7/1/00 (LLB). Correctional Sales and Marketing Manager (H6L2) abolished as part of the annual elimination of unused classes. Published proposed 4/00.

Revised 9/1/98 (CVC). Change class codes due to PS Consolidation study.

Effective 4/1/97 (CVC). Correctional Sales Supervisor, H6A2XX, abolished in annual elimination of vacant classes. Published proposed 3/21/97.

Effective 9/1/93 (CVC). Job Evaluation System Revision project. Published as proposed 6/1/93.

Revised 7/1/87. Changed title, grade, relationship, entrance requirements for Correctional Industries Sales Representative (A8750).

Revised 7/1/81. Changed class code, relationship, entrance requirements for Correctional Industries Sales Representative (A8750).

Created 4/1/79. Correctional Industries Sales Representative (A8750).

**SUMMARY OF FACTOR RATINGS**

| <b>Class Level</b>       | <b>Decision Making</b> | <b>Complexity</b> | <b>Purpose of Contact</b> | <b>Line/Staff Authority</b>       |
|--------------------------|------------------------|-------------------|---------------------------|-----------------------------------|
| Corr. Account Sales Rep. | Operational            | Patterned         | Clarify                   | Indiv. Contributor or Work Leader |