

**STATE OF OHIO (DAS)**

CLASSIFICATION

SPECIFICATION

**CLASSIFICATION SERIES:**

Penal Industries Sales Representative

**SERIES NO.:**

6456

**MAJOR AGENCIES:**

Rehabilitation &amp; Correction only

**EFFECTIVE DATE:**

07/01/2005

**SERIES PURPOSE:**

The purpose of the penal industries sales representative occupation is to promote sales of goods manufactured in Ohio penal industries workshops, prepare & process sale & telephone orders from new or existing customers, to include coordinating special orders with special delivery time or requirements or assisting in layout & planning of open office modular systems when necessary & provide customer service to resolve problems or to ensure products & services are satisfactory.

**CLASS TITLE**

Penal Industries Sales Representative

**CLASS NUMBER**

64561

**PAY RANGE**

29

**EFFECTIVE**

07/01/2005

**CLASS CONCEPT:**

The full performance level class works under direction & requires considerable knowledge of customer sales & service & Ohio Penal Industries goods in order to promote sales of goods manufactured in Ohio penal industries workshops, prepare & process sale & telephone orders & provide customer service.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Penal Industries Sales Representative	64561	14	07/01/2005	29

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Promotes sales of goods manufactured in Ohio penal industries workshops through telephone calls, appointments, visitations, telemarketing, showroom appointments & tours & sales promotions at conferences & conventions with current & potential customers (e.g., state & local government agencies, house accounts, businesses, non-profit organizations), provides customers with knowledge of available products, cost projections & price quotes, assists customers purchasing open-office modular systems with planning & layout as necessary, coordinates & assists with delivery services when necessary, prepares & processes sale orders & telephone orders, to include data entry into computer or typing of shop orders & assigning individual account numbers for billing purposes, & forwards to proper parties/locations & provides customer service to resolve problems or to ensure products & services are satisfactory.

Keeps abreast of price changes & availability of products; prepares & maintains related records, reports & correspondence concerning sales promotions & sales; advises management & marketing on sales potential, trends & customer reactions to products & services; attends general sales & other meetings.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of basic mathematics; direct customer sales & service or sales promotion & marketing; policies & procedures governing sales of Ohio Penal Industries goods\*. Skill in use of typewriter, calculator, video display terminal/personal computer & printer, photocopier\*. Ability to establish & maintain favorable customer relations, identify & explore products available to meet consumers' needs & ensure customer satisfaction; prepare & maintain necessary records, forms, reports & correspondence related to sales & promotional activities.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

18 mos. trg. or 18 mos. exp. in direct customer sales & service or sales promotion & marketing; valid driver's license.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

Requires travel; may be required to provide own transportation.