

**IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼**  
**HUMAN RESOURCES ENTERPRISE**

**STATE INDUSTRIES SALES REPRESENTATIVE**

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**DEFINITION**

Under general supervision, performs sales representation work by placing, promoting, servicing and selling the use of State Industry products to public and quasi-public jurisdictions in an assigned territory of the State; performs related work as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

**WORK EXAMPLES**

Promotes the Prison Industries program and use of Industries products by making calls or visits in an assigned territory of the State.

Shows samples, quotes prices and forwards orders for established and new customers.

Places necessary service calls to make minor repairs or to schedule repairs to be done by Prison Industries factories.

Makes courtesy calls to promote good will and provide product knowledge on product usage.

Prepares written reports on expenses, car use, weekly sales reports, and order writing.

Attends sales seminars, trade shows and occasionally makes speeches to interested groups promoting the Prison Industries program.

**COMPETENCIES REQUIRED**

Knowledge of sales and promotional techniques as related to presenting and selling State Industries products.

Knowledge of the usage and types of State Industries products.

Ability to operate an automobile and to travel a great deal of time, including overnight travel.

Ability to prepare written and oral reports.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

**EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

The equivalent of three years of full-time experience as a sales representative;

OR

substitution of thirty hours of post high school coursework in sales, marketing, or a closely related curriculum for each year of the required experience to a maximum substitution of three years.

**NOTES:**

- ◆ State Industries Sales Representatives are required to travel extensively throughout an assigned area of the State.
- ◆ Sales is the direct solicitation of potential customers and the convincing of them to purchase the product or service (consumer products, business products, equipment, or services are examples).
- ◆ Experience as a sales clerk, cashier or related "over-the-counter" experience in a department or other store, restaurant, or other enterprise is not considered qualifying experience for this job class.

Effective Date: 12/94 BW