



# DEPARTMENT OF CONSUMER AFFAIRS

## FIELD REPRESENTATIVE CEMETERY & FUNERAL BUREAU



### DEPARTMENTAL – OPEN EXAMINATION

[www.dca.ca.gov](http://www.dca.ca.gov)

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

It is an objective of the State of California to achieve a drug-free work place. The use of illegal drugs is against state and federal laws, rules governing civil service and violates the special trust placed in public servants. Applicants for state employment are expected to be drug-free.

**WHO MAY APPLY** Applicants who meet the minimum qualifications by the final filing date stated in this announcement may apply for this examination.

**HOW TO APPLY** Please submit a State Application (STD 678) and Supplemental Application Questionnaire to the address indicated below. **DO NOT SUBMIT APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES (CALHR).** The State Application **and** Supplemental Application Questionnaire are available at the following link:

<http://www.dca.ca.gov/jobs/exams1.shtml>

Or by clicking on the links below:

- **The State Examination Application (Std. 678)**
- **Supplemental Application Questionnaire**

Submit **both** the State Application (STD 678) and Supplemental Application Questionnaire by Mail or Hand Deliver to:

Department of Consumer Affairs  
Attn: Selection Services (T. Sherel)  
1625 North Market Blvd., Ste. N321  
Sacramento, CA 95834

**FINAL FILE DATE** November 3, 2015. Applications must be postmarked no later than the final filing date. Applications postmarked or personally delivered after the final filing date will not be accepted.

**SALARY RANGE** \$4050 - \$5025 per month

**POSITION DESCRIPTION** Under general direction, to perform inspection and investigation work for the Cemetery & Funeral Bureau; and to do other work as required.  
**Positions exist statewide with the Cemetery and Funeral Bureau.**

**REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION** All applicants must meet the education and/or experience requirements for this examination on the date that they complete and submit their application and supplemental application questionnaire to the address noted above.

**NOTE:** All applications must include: "to" and "from" dates (month/day/year); time base; civil service class titles, and range (if applicable). Applications received without this information may be rejected.

**MINIMUM QUALIFICATIONS** Possession of a valid California Embalmer's License, **and** two years of experience as a licensed embalmer or funeral director in the State of California.

**SPECIAL PERSONAL CHARACTERISTICS** Willingness to travel throughout the State and work odd and irregular hours; keenness of observation; neat personal appearance.

**EXAMINATION INFORMATION** **SUPPLEMENTAL APPLICATION REVIEW WEIGHTED – 100%**  
The examination will consist of a Supplemental Application evaluation only. All candidates are required to complete and submit the State application (Std. 678), **and** the Supplemental Application questionnaire. Failure to meet both requirements may disqualify candidates from the examination.

**SEE REVERSE SIDE FOR ADDITIONAL INFORMATION**

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The Supplemental Application is designed to elicit specific information regarding each candidate's education, work experience, knowledge, skills, abilities, and potential to effectively perform the functions relative to this classification.

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**EXAMINATION  
SCOPE**

In addition to evaluating the competitor's relative abilities as demonstrated by quality and breadth of experience, emphasis on the Supplemental Application questionnaire will be on measuring competitively relative to job demands, each competitor's:

**Knowledge of:**

1. Practices of the cemetery and funeral service industry.
2. State laws, rules, and regulations regarding individuals and businesses licensed by the Cemetery and Funeral Bureau.
3. Investigation and inspection methods and techniques.
4. Rules of evidence and procedures followed in administrative hearings.

**Ability to:**

1. Interpret and apply sections of State laws which relate to individuals and businesses licensed by the Cemetery and Funeral Bureau.
  2. Learn and apply inspection and investigation methods and techniques to the inspection and investigation of Cemetery and Funeral Bureau licensees and establishments.
  3. Enforce all laws and rules applying to the cemetery and funeral service industry.
  4. Prepare clear and comprehensive written reports.
  5. Analyze situations accurately and take effective action.
  6. Establish and maintain cooperative relationships with those contacted in the work.
  7. Speak effectively and deal with the public courteously and impartially.
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**ELIGIBLE LIST  
INFORMATION**

A departmental open list will be established for the Department of Consumer Affairs. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change.

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**VETERANS  
PREFERENCE**

Veteran's Preference will be added to the final score of those competitors who are successful in this examination and who qualify for and have requested for this preference through California Department of Human Resources (CalHR). Veterans who have achieved permanent civil service status are not eligible to receive veterans' preference.

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**QUESTIONS?**

Contact the Department of Consumer Affairs, Selection Services & Recruitment Unit, 1625 N. Market Street, Suite N321, Sacramento, CA 95834, (916) 574-8370.

**Telecommunications Device for the Deaf (TDD) number is (916) 322-1700 or 1 (800) 735-2929.**

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**GENERAL INFORMATION**

**The Department of Consumer Affairs 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 competitors will be notified.

**It is the candidate's responsibility** to contact the Department of Consumer Affairs' Selection Services Unit at (916) 574-8370 three weeks after the final file date if a progress note is not received.

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

**If you meet the requirements stated** on the reverse, you may take this examination. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared against predetermined rating criteria. All candidates who pass will be ranked according to their scores.

**Employment Lists:** Employment lists are established by competitive examination and are used in the following order, regardless of list date: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide 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.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. Competitors must be in a state of health consistent with the ability to perform the essential functions of the duties assigned to the class. A medical examination may be required. In open examinations, investigation of employment records, personal history, and fingerprinting may be required.

**Veterans Preference:** Government Code Section 18973.5(a) defines an entrance examination for purposes of awarding veterans preference credits as any open competitive examination.

**Department of Consumer Affairs  
Field Representative  
Cemetery & Funeral Bureau  
Affirmation Security Form**

Name _____	Phone _____
	(Work) _____
Address _____ _____	License # _____
	Expiration Date _____

Completion of this form is a necessary part of the examination process and must be submitted along with the Supplemental Application questionnaire to the:

**Department of Consumer Affairs  
Selection Services and Recruitment Unit  
Attention: Tina Sherel  
1625 North Market Blvd, Suite N-321  
Sacramento, CA 95834**

Affirmation Security form and Supplemental Application questionnaire must be postmarked by: **November 3, 2015.**

**CANDIDATES WHO DO NOT COMPLETE THIS SUPPLEMENTAL APPLICATION WILL BE ELIMINATED FROM THE SELECTION PROCESS.**

The purpose of this supplemental application is to obtain enough job-related information to determine between the well-qualified, qualified and not-qualified competitors.

Be sure to answer all questions completely and accurately. Some questions ask you to provide specific information so we may evaluate your qualifications. Describe specific, relevant examples from your background, including paid and /or volunteer experience.

Omitted information cannot be considered or assumed.

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I certify that the information provided is accurate and complete to the best of my knowledge. I understand that any falsification may cancel any terms, conditions, or privileges of employment.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date Signed

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**Department of Consumer Affairs  
Field Representative  
Cemetery & Funeral Bureau**

**Supplemental Application Questionnaire**

**General Instructions**

- Candidates must complete and return all ten (10) pages of the Supplemental Application Questionnaire Package which includes the Affirmation Security form, General Instructions, and the Supplemental Application Questionnaire, and the Conditions of Employment forms.
- **Fill out the questionnaire neatly and legibly or typed format.**
- **Provide your responses on the questionnaire only. Use the space provided, no less than a 12 point font required.**
- Do not attach a resume, additional pages, or other materials unless told to do so. Otherwise, attachments will not be evaluated.
- Do not alter the form in any way. Altered forms or responses will not be evaluated.
- You cannot submit this document electronically. Your completed Supplemental Application Questionnaire Package must be mailed to the following address:

**Department of Consumer Affairs  
Selection Services and Recruitment Unit  
Attention: Tina Sherel  
1625 North Market Blvd., Suite N321  
Sacramento, CA 95834**

**Facsimiles (fax) will not be accepted under any circumstances.**

**Department of Consumer Affairs  
Field Representative  
Cemetery & Funeral Bureau**

**Supplemental Application Questionnaire**

**I. Work Experience** (up to two pages)

Please describe your work experience as it relates to a Field Representative for the Cemetery & Funeral Bureau. (Bulleted format is acceptable.)

*\*Include name and address of employers you attained experience and total years/months worked.*

**Department of Consumer Affairs  
Field Representative  
Cemetery & Funeral Bureau**

**Supplemental Application Questionnaire**

**I. Work Experience** (up to two pages) (continued)

Please describe your work experience as it relates to a Field Representative for the Cemetery & Funeral Bureau. (Bulleted format is acceptable.)

*\*Include name and address of employers you attained experience and total years/months worked.*

**Department of Consumer Affairs  
Field Representative  
Cemetery & Funeral Bureau**

**Supplemental Application Questionnaire**

**II. Inspections and Investigations (limit to one page)**

Please describe your experience and level of responsibility conducting inspections and investigations. (Bulleted format is acceptable.)

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**Supplemental Application Questionnaire**

**III. Written Reports (limit to one page)**

Please describe your experience in preparing clear and comprehensive written reports. (Bulleted format is acceptable.)

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Field Representative  
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**Supplemental Application Questionnaire**

**IV. Oral Communication (limit to one page)**

Please describe your experience expressing facts and ideas verbally. (Bulleted format is acceptable.)

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**Supplemental Application Questionnaire**

**V. Interpretation (limit to one page)**

Please describe your experience interpreting provisions of laws, rules, and regulations governing the cemetery and funeral industries in California, or any other industry governed by laws, rules and regulations. (Bulleted format is acceptable.)

**Department of Consumer Affairs  
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Cemetery & Funeral Bureau**

**Supplemental Application Questionnaire**

**VI. Licenses/Approvals/Registrations (limit to one page)**

List all licenses/approvals/registrations you have been issued by the Cemetery and Funeral Bureau and your responsibilities associated with each one.  
(Bulleted format is acceptable.)

**EXAMINATION TITLE:** FIELD REPRESENTATIVE CEMETERY & FUNERAL BUREAU

**EXAM CODE:** 5CA32

**CANDIDATE NAME:** \_\_\_\_\_  
(PLEASE PRINT)

If you are successful in your examination, your name will be placed on the active employment list and certified to fill vacancies according to the conditions you have specify on this form.

Before you mark this form, there are some things you should consider. If you are not planning to relocate, or are not willing to travel to a distant job location, do not select locations that are a long way from your residence.

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**LOCATIONS IN WHICH YOU ARE WILLING TO WORK**

Mark your selection(s) below. Positions may exist in the following locations:

- \_\_\_ Northern California
- \_\_\_ Central California
- \_\_\_ Southern California
- \_\_\_ Statewide

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**TYPE OF APPOINTMENT THAT YOU WILL ACCEPT (Mark Only One)**

- Permanent – Full Time
- Permanent – Part Time
- Permanent - Intermittent
- Limited Term – Full Time
- Limited Term – Part Time
- Limited Term - Intermittent

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***PLEASE NOTIFY THE DEPARTMENT OF CONSUMER AFFAIRS  
SELECTION SERVICES UNIT PROMPTLY OF ANY CHANGES IN YOUR ADDRESS OR  
AVAILABILITY FOR EMPLOYMENT.***