



FIELD REPRESENTATIVE, BOARD OF FUNERAL DIRECTORS AND EMBALMERS*

***Examination is for the Cemetery and Funeral Bureau**

Examination Code: 0CA22

Department: Department of Consumer Affairs (DCA)

Examination Type: Departmental Open

Final Filing Date: 5/15/2020

CLASSIFICATION DETAILS

Salary – \$4,504.00 - \$5,588.00 per month.

The salary stated in this bulletin may not reflect all pay raises or any additional bonuses.

For more information, view the [classification specification](#).

APPLICATION INSTRUCTIONS

Application Requirements

Your completed Examination/Employment Application (STD. 678 or application) must include: to and from dates (month/day/year), hours worked per week, official job titles/classifications, and duties performed. Applications received without this information may be rejected. Resumes will not be accepted in lieu of a completed application.

Applications will be reviewed to ensure the minimum requirements for participation in this examination are met. Possession of the minimum requirements does not assure a place on the eligible list.

Your signature on the application indicates that you have read, understood, and possess the minimum qualifications required.

Timely Filing

Final Filing Date: 5/15/2020

Your completed application and all required documents must be received or postmarked by the final filing date. Postmark dates printed on Mobile Bar Codes, such as the Quick Response (QR) Codes available at the USPS, are not considered postmark dates for the purpose of determining timely filing.

Applications received via interagency mail after 5:00 p.m. on the final filing date will not be considered timely filing. Applications must have an original signature. Applications received via email or fax will not be accepted.

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 nine (9) months.

How to Apply

Complete and submit the following required documents to the address indicated below. Do not submit documents to the California Department of Human Resources (CalHR).

- [Examination/Employment Application \(STD. 678\)](#)
- [Supplemental Application Examination](#)
- [Conditions of Employment form](#)
- Proof of California Embalmer's license (copies are acceptable for the purpose of the examination).

Where to Apply

You may send your application package by mail to:

Department of Consumer Affairs
Office of Human Resources
Attn: Examination Services Unit (C. Goodman)
1625 North Market Blvd., Suite N-321
Sacramento, CA 95834

Indicate the examination title on your application. Due to the COVID-19 Emergency, the drop off location is closed. Please submit your application by mail.

Special Testing Arrangements:

If you require assistance or alternative testing arrangements due to a disability, mark "yes" for Question #10 on the STD. 678 (Rev. 7/2019) and include a completed Accommodation Request form STD. 679. The Examination Services Unit will contact you via telephone or mail to make arrangements.

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.

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.

POSITION DESCRIPTION

Under general direction, to perform inspection and investigation work for the Board of Funeral Directors and Embalmers* and to do other work as required.

*The position is with the Cemetery and Funeral Bureau.

POSITION LOCATION

Positions exist statewide.

EXAMINATION SCOPE**Supplemental Application Examination – Weighted 100%**

This examination consists of a Supplemental Application examination and is the sole component of the examination. To obtain a position on the eligible list, a minimum score of 70% must be received.

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

Knowledge of

1. Relevant state laws, rules, and regulations regarding individuals and businesses licensed by the Cemetery and Funeral Bureau.
2. Current industry practices of the funeral service industry.
3. Computer and basic software programs.
4. Current industry practices of the cemetery industry.

Skill to

1. Speak effectively and deal with the public courteously and impartially.
2. Communicate in a sincere and empathetic manner with grieving consumers in the course of work.

Ability to

1. Independently write clear and comprehensive reports of investigation and inspection activities.
2. Independently analyze situations accurately and take effective action in the course of work.
3. Learn and independently apply investigation methods and techniques to the investigations of Bureau licensees.
4. Effectively prioritize assignments and work independently with minimal direct supervision.
5. Learn and independently apply inspection procedures to inspect businesses licensed by the Bureau.
6. Accurately enforce all laws and rules applying to the cemetery and funeral service industry.
7. Effectively interpret and apply sections of the state laws which relate to individuals and businesses licensed by the Cemetery and Funeral Bureau.
8. Establish and maintain cooperative relationships with those contacted in the course of work.

ELIGIBLE LIST INFORMATION

A departmental open eligible list will be established for DCA. The list will be abolished twelve (12) months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

Veterans' Preference will be granted for this examination. In accordance with Government Code sections 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 who have achieved permanent civil service status are not eligible to receive veterans' preference.

Veterans status is verified by the CalHR. Information on this program and the Veterans' Preference Application (CALHR 1093) can be found on the [CalHR Veterans Information webpage](#). Additional information on veteran benefits is available at the Department of Veterans Affairs.

Career credits DO NOT apply.

PREPARING FOR THE EXAMINATION

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

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

Supplemental Application Examination: If you meet the minimum qualifications for this classification, your narrative response to the questions on the Supplemental Application document will be scored against predetermined rating criteria. You will *not* appear to take an examination.

CONTACT INFORMATION

If you have any questions concerning this examination bulletin, please reference your name, the examination title and contact us at:

Department of Consumer Affairs
Examination Services Unit
1625 North Market Blvd., Suite N-321
Sacramento, California 95834
Phone: (916) 574-8370

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.

Department of Consumer Affairs website: www.dca.ca.gov

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/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.

DCA 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.

It is the candidate's responsibility to contact the DCA, Examination Services Unit, at (916) 574-8370 three weeks after the final filing date if he/she has not received a progress notice.

Examination Locations (when applicable): Test locations are determined by the number of candidates and are limited or extended as conditions warrant.

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 classification. A medical examination may be required. In 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) service wide promotional; 5) departmental open; 6) open. When there are two lists of the same kind, the older list must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Veterans' Preference: Effective January 1, 2014, in accordance with Government Code sections 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1) any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference; 2) an entrance examination is defined, under the law, as any open competitive examination; and 3) Veterans' Preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by CalHR. The Veterans' Preference Application (CALHR 1093) is available on [the CalHR Veterans Information webpage](#).

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 classifications, substitution of business college work in place of high school on a year-for-year basis.

Career Credits: In open, non-promotional examinations, career credits are granted to: 1) state employees with permanent civil service status; 2) full-time employees of the state who are exempt from state civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position; and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall

expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code section 3513.

Department of Consumer Affairs
Field Representative, Board of Funeral Directors and Embalmers*
***Examination is for the Cemetery & Funeral Bureau**
Affirmation Form

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

Completion of this affirmation form is a required part of the examination and must be submitted along with your Supplemental Application Questionnaire and examination application to the:

Department of Consumer Affairs
Attention: Examination Services Unit
1625 North Market Blvd, Suite N-321
Sacramento, CA 95834

.....

I certify that the information provided in my Supplemental Application Questionnaire 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

.....

Department of Consumer Affairs
Field Representative, Board of Funeral Directors and Embalmers*
***Examination is for the Cemetery & Funeral Bureau**
Supplemental Application Questionnaire

General Instructions

- This Supplemental Application Questionnaire is the examination. Your responses will be scored against standardized rating criteria.
- 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.
- 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. Bulleted format is acceptable.
- Do not attach a resume, additional pages, or other materials unless asked 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.
- Candidates must complete and return all eight (8) pages of the Supplemental Application Questionnaire which includes the Affirmation form, General Instructions, and the Supplemental Application Questionnaire.
- Submit your completed examination package to the following address:

Department of Consumer Affairs
Attention: Examination Services Unit
1625 North Market Blvd., Suite N321
Sacramento, CA 95834

Facsimiles (fax) will not be accepted.

Department of Consumer Affairs
Field Representative, Board of Funeral Directors and Embalmers*
***Examination is for the Cemetery & Funeral Bureau**
Supplemental Application Questionnaire

I. Work Experience (limit to one page)

Please describe your work experience as it relates to a Field Representative for the Cemetery & Funeral Bureau.

**Include name and address of employers of where you gained this experience and the total years/months worked.*

Department of Consumer Affairs
Field Representative, Board of Funeral Directors and Embalmers*
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Supplemental Application Questionnaire

II. Written Reports (limit to one page)

Please describe your experience in preparing clear and comprehensive written reports. Provide the steps taken to complete the report(s).

**Include name and address of employers of where you gained this experience and the total years/months worked.*

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Supplemental Application Questionnaire

III. Oral Communication (limit to one page)

Please describe your work experience conducting interviews and using verbal communication skills to obtain or collect information.

**Include name and address of employers of where you gained this experience and the total years/months worked.*

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Supplemental Application Questionnaire

IV. 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.

Department of Consumer Affairs
Field Representative, Board of Funeral Directors and Embalmers*
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Supplemental Application Questionnaire

V. Licenses/Registrations/Certifications (limit to one page)

List all licenses/registrations/certifications you have been issued by the Cemetery and Funeral Bureau and your responsibilities associated with each one.

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Supplemental Application Questionnaire

VI. Inspections and Investigations (limit to one page)

Please describe any experience you have conducting inspections and investigations. Include your level of involvement and participation.

**Include name and address of employers of where you gained this experience and the total years/months worked.*

DEPARTMENT OF CONSUMER AFFAIRS
FORM 631D

CONDITIONS OF EMPLOYMENT

EXAMINATION TITLE: FIELD REPRESENTATIVE, BOARD OF FUNERAL DIRECTORS AND EMBALMERS*
*EXAMINATION IS FOR THE CEMETERY AND FUNERAL BUREAU

EXAM CODE: 0CA22

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 specified 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

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

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