



COMMONWEALTH OF MASSACHUSETTS  
invites applications for:

# 2020 Field Parole Officer C

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**SALARY:** Biweekly

**OPENING DATE:** 03/06/20

**CLOSING DATE:** 04/14/20 11:59 AM

**DESCRIPTION:**

**Departmental Promotional Examination for Field Parole Officer C**

**Written Examination Date: Saturday, May 16, 2020**

**Application Open: March 17, 2020**

**Application Deadline: April 7, 2020**

**Examination Fee: \$150**

**Written Examination Location(s): To be determined**

This examination is being held to establish an eligible list from which to fill Field Parole Officer C vacancies in the Massachusetts Parole Board.

**EXAMINATION WEIGHTS:** Your results on the written examination represent 60% of your final mark, with your rating in education and experience making up the remaining 40%. Candidates must get a passing mark on each of the weighted components in order to receive an overall (general average) examination score.

**EXAMPLES OF ESSENTIAL DUTIES:**

**GENERAL DUTIES:**

First-level supervisors performing the most complex assignments. First-level supervisory employees who supervise Parole Officers at the (A/B) level and other support staff. Supervision includes assigning and directing the activities of reporting staff and appraising their performance and performing related duties as assigned.

**DETAILED DUTIES:**

Supervise and submit staff evaluations in the absence of the Parole Supervisor; manage regional office and other field program operations; ensure the supervision of parolees; provide direction, training, and guidance to staff regarding agency policies and procedures, regulations, directives and statutes; represent the agency with all agencies and service providers within the parole region; communicate with and respond to staff, the public, victims, other agencies, and service providers; and assist in monitoring the office budget, supplies, and equipment.

**TYPICAL QUALIFICATIONS:**

**ELIGIBILITY:** You are eligible only if you have been previously appointed or promoted from a civil service list resulting from an earlier examination, and you have continued to work in the department specified above for at least one full year as of the date of the examination in one or more of the below listed job titles. For the purpose of meeting this eligibility requirement, consider any time spent working provisionally or in an acting capacity in a position higher than your civil service title as experience in your civil service position.

**ELIGIBLE TITLE(S):** Field Parole Officer A/B

**EXAMINATION SUBJECTS:** The written examination will be designed to test, where practicable, the following competencies that have been established as qualifications for the position.

Agency-Specific Competencies: Knowledge of agency policies, procedures, and practices.

Deductive Reasoning: Ability to apply general rules to specific problems to come up with logical answers.

Evaluating Information Against Standards: Ability to evaluate information against a set of standards and verify that it is correct.

Information Ordering: Ability to follow a given rule or set of rules correctly in order to arrange things or actions in a certain order. The things or actions can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations.

Interviewing Techniques: Knowledge of principles and techniques of interviewing in regard to obtaining pertinent factual information.

Problem Sensitivity: Ability to recognize or identify whether a problem exists and be able to tell if something is wrong or has gone wrong. It does not involve solving the problem.

Supervision: Leadership, Coaching, Training, and Managing Parole Officers

Written Comprehension: Ability to read and understand information and ideas presented in writing.

Criminal Justice, Law Enforcement: Knowledge of the criminal justice system, including the organization of Police and Correctional Systems, and public attitudes regarding criminal justice issues.

Law, Government and Jurisprudence: Knowledge of relevant laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules and the ability to understand and apply them.

**READING LIST:** Available at [Reading Lists](#).

**APPLICATION:** All applications must be received by the application deadline, and accompanied by an examination processing fee of \$150. You will have received two confirmation emails when you have completed the process: one email confirming your application has been received, and one email confirming your payment has been received. Your application is not complete until you have received both emails. If you have not submitted payment of the examination processing fee on or before April 7, 2020, your application will not be accepted.

**EDUCATION & EXPERIENCE (E&E):** All candidates must complete the 2020 Field Parole Officer C E&E Claim application online. Instructions regarding this E&E Claim application will be emailed to candidates prior to the examination date and made available online. A confirmation email will be sent upon successful submission of an E&E Claim application.

All claims and supporting documentation must be received within 7 calendar days following the examination. Please read the instructions for submitting claims and supporting documentation carefully. Supporting documentation for your claim must be either attached to your E&E Claim application or emailed to [civilservice@mass.gov](mailto:civilservice@mass.gov).

- E&E is an examination component, and therefore must be completed by the examinee.
- Failure to complete this component as instructed will result in a candidate not receiving any credit for E&E.
- Credit for E&E is applicable only to individuals who achieve a passing score on all other examination components, and will not be calculated for a candidate with a failing written examination score.

Please be sure to read the instructions carefully. No phone calls or email inquiries regarding the content of this examination component will be accepted or responded to. Once you receive your examination mark, you will have seventeen calendar days from the mailing of your mark to

appeal in writing your E&E score.

**REASONABLE ACCOMMODATION:** If you require a reasonable accommodation for the examination, you must submit recent supporting documentation from a qualified medical professional detailing the type of accommodation requested. The supporting documentation must be scanned and attached to your application, or emailed to [civilservice@mass.gov](mailto:civilservice@mass.gov) with the subject "accommodation request – Field Parole Officer C." Even if you have been granted an accommodation for other examinations in the past, you must make the request and provide the supporting documentation for each and every examination. The supporting documentation will be used to evaluate your request for accommodation and not for any other purpose.

**STATUTORY PREFERENCE POINTS:** Veterans and disabled veterans will be awarded two points to their passing, overall (general average) examination score.

- **VETERANS' PREFERENCE:** Click on this link for further information- [Veteran's Preference Eligibility](#).
- **DISABLED VETERAN STATUS:** Click on this link for further information- [Disabled Veteran's Preference Eligibility](#).

**During the HRD review process or during the life of the applicable eligible list(s), candidates must make original supporting documentation available should the issue of authenticity arise with any submitted document copies.**

**CURRENT MILITARY PERSONNEL:** All military personnel who, in connection with current service, have military orders that indicate their unavailability due to military service on the examination date, must file an examination application and processing fee and request a makeup examination in writing, with a copy of your military orders attached. Please include in your request your e-mail address, daytime base phone number and/or name and phone number of a friend or family member with whom you have regular contact and entrust with your personal communication. Requests filed after the application deadline (April 7, 2020), must be accompanied by a DD214 showing discharge within six months of the request and dates of active service that include the entire application period. Visit our website for more information: [Military Information](#)

**NO MAKE-UP EXAMINATION:** With the exception of current military personnel as described above, no candidate has a right to a make-up examination due to personal or professional conflicts on the testing date. Candidates are advised to consider this BEFORE applying for the examination. If you file an examination application by the application deadline, but are unable to appear for the examination on the testing date due to an emergency or unanticipated hardship, you may request a make-up examination by filing a written request with verifiable documentation to HRD no later than 7 calendar days from the original written examination date. HRD reserves the right to approve or deny your request. HRD may require an additional examination processing fee upon approval of your request.

**NOTICE TO APPEAR:** Notices to Appear including time and location of examination will be emailed to candidates after the close of the application period, and prior to the examination date.

**IDENTIFICATION AT THE EXAMINATION SITE:** At the examination site, candidates must present current and valid photo identification with signature (e.g., driver's license, passport, military ID).

**UPDATING INFORMATION:** Candidates are responsible for maintaining accurate contact information. Failure to keep your records current may jeopardize opportunities for employment/promotion. For information on how to update your information, click on [Update my Information](#).

**REFUNDS:** There will be NO REFUND of the examination processing fee unless the examination is canceled by HRD.

**PRIVATE SCHOOL OR SERVICE:** HRD does not recommend or endorse any private school, service, or publisher offering preparation and/or publications for examinations and is not responsible for their advertising claims.

**SALARY:** Inquiries concerning salary should be directed to the appointing authority at the time of consideration.

**SUPPLEMENTAL INFORMATION:**

**Women, minorities, veterans, and people with disabilities are encouraged to apply.**

For more information or inquiries about this and other civil service examinations, visit [www.mass.gov/civilservice](http://www.mass.gov/civilservice) or e-mail the Civil Service Unit at [civilservice@mass.gov](mailto:civilservice@mass.gov)

The Civil Service Unit's office hours are Monday through Friday, 8:45am – 5:00pm, except holidays. Inquiries may also be made to the Civil Service Unit during these hours at the following numbers:

Boston area: (617) 878-9895 or (617) 878-9700

Toll-Free Within Massachusetts: 1-800-392-6178

TTY Number: (617) 878-9762

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APPLICATIONS MUST BE FILED ONLINE AT:  
<http://www.mass.gov/civilservice>

100 Cambridge Street  
6th Floor  
Boston, MA 02114

Position #200516FPOC  
2020 FIELD PAROLE OFFICER C  
KC

[civilservice@mass.gov](mailto:civilservice@mass.gov)

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