



COMMONWEALTH OF MASSACHUSETTS
invites applications for:

2022 Field Parole Officer C

SALARY: Biweekly

OPENING DATE: 11/05/21

CLOSING DATE: 03/15/22 11:59 PM

DESCRIPTION:

Departmental Promotional Examination for Field Parole Officer C

Examination Date: Wednesday, May 4, 2022

Application Period Begins: February 22, 2022

Application Deadline: March 15, 2022

Examination Processing Fee: \$150

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

Eligibility: To be eligible for this examination you must be an employee in the Massachusetts Parole Board with permanent civil service status in the title of Field Parole Officer A/B . You are also required to have been employed in the eligible title after certification from a civil service list, on a permanent or temporary civil service basis for twelve months preceding the examination date. A combination of temporary and permanent service can be applied towards meeting this twelve month requirement. You must have permanent civil service status in an eligible title as of the date of the examination in order to be eligible. Time spent pursuant to a temporary appointment in the title of Field Parole Officer C will not interrupt the service period in your permanent position.

Eligible List: Individuals placed on the resulting eligible list shall be eligible for certification from such list for such period as the administrator shall determine, but in any event not to exceed two years, unless otherwise outlined in Massachusetts General Law [Chapter 31 § 25](#).

Eligible Title(s): Field Parole Officer A/B

Weights: The examination weights are: 60% written examination; 40% Education & Experience.

EXAMPLES OF ESSENTIAL DUTIES:

GENERAL DUTIES:

The Field Parole Officer C supervises 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.

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](#)

TYPICAL QUALIFICATIONS:

Application: All applications must be received by the application deadline, and accompanied by an examination processing fee of \$150. You will receive 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 confirmation emails. If you have not submitted payment of the examination processing fee on or before March 15, 2022, your application will not be accepted.

Education & Experience (E&E): All candidates must complete the 2022 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. A confirmation email will be sent upon successful submission of an E&E Claim application.

All claims and supporting documentation must be received within seven calendar days following the examination. Supporting documentation must be scanned and attached to the application or sent to civilservice@mass.gov no later than May 11, 2022.

Please note that:

- 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 will be calculated for all candidates.

Please be sure to read the instructions carefully. In order to ensure that no one receives any type of unfair advantage in the claim process, we are unable to provide individualized assistance to any candidate and so, 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 17 calendar days from the emailing of your mark to appeal in writing your E&E score.

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 application and examination processing fee during the application period and request a makeup examination in writing, with a copy of your military orders attached. Please include in your request your email 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. Attach your request to the application or email it to civilservice@mass.gov. Requests filed after the application deadline (March 15, 2022) 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](#)

Makeup Examination: With the exception of current military personnel as described above, no candidate has a right to a makeup 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 examination date due to an emergency or unanticipated hardship, you may request a makeup examination by filing a written request with verifiable documentation to HRD no later than seven calendar days from the original 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.

Reasonable Accommodations: If you need special testing accommodations due to a documented impairment, you must submit a letter of support from a qualified professional detailing what type of accommodation you require at the examination site, and such letter must be scanned and attached to the application or emailed to civilservice@mass.gov. Without such a letter, we cannot guarantee that we will be able to grant your accommodation. This information is requested only to provide reasonable accommodation for examinations and will not be used for any other purposes.

Refunds: There will be no refund of the examination processing fee unless the examination is cancelled by HRD.

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.

Updating Information: Candidates are responsible for maintaining accurate contact information. Failure to keep your records current may jeopardize opportunities for promotion. For information on how to update your information, click on [Update Your Account](#).

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).

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.

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 or e-mail the Civil Service Unit at 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

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

Position #220504FPOC
2022 FIELD PAROLE OFFICER C
AJ

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