

2024 Correction Officer II

This examination is being administered by the Human Resources Division (HRD) to create an eligible list from which to fill Correction Officer II vacancies in the Massachusetts Department of Correction (DOC).

Written Examination Date: August 17, 2024

Application Period Begins: July 1, 2024

Application Deadline: July 23, 2024

Examination Fee: \$150

Written Examination Locations: Various sites across the Commonwealth

Examination Information

Eligibility: To be eligible for this examination you must be an employee in the Department of Correction with permanent civil service status in the title of Correction Officer I. 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 Correction Officer II 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 MGL Chapter 31 § 25.

Examination Weights: The examination weights are 44% Technical Knowledge, 36% Situational Judgement Test, 20% Experience and Education.

Application: All applications and examination processing fees must be received by July 23, 2024. 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 July 23, 2024, your application will not be accepted.**

Note: Although the online application system allows candidates to elect to receive notification by email or regular mail, please be advised that HRD utilizes only email for all notices to candidates.

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 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. Requests filed after the application deadline, 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 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.

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 by July 23, 2024. 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.

Statutory Preference Points: Veterans and disabled veterans will be awarded two points to their passing, overall (general average) examination score. To claim veterans' preference, claim veteran status in the application and attach your DD214 to the application or email it to civilservice@mass.gov. For more information on veteran status refer to the Military Information section on our website.

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.

Notice to Appear: Notices to Appear including the time and location of the examination will be emailed to candidates after the close of the application period, and approximately two weeks prior to the examination date.

Identification at the Examination Site: At the examination site, candidates must present current and valid government issued photo identification with signature (e.g., driver's license, passport, military ID).

Examples of Essential Duties:

Example of Essential Duties for a Correction Officer II: Under direct supervision of Correction Officers or other employees of higher grade, the duty of a Correction Officer II is to: Maintain custodial care and control of inmates. Essential duties to be performed include: conduct vehicle and mail searches, staff and visitor searches, inmate searches, building and ground inspections; write reports, check inventory and evidence, review reports and documentation, manage incidents and maintain security, understanding use of force and when to implement it, prepare for evacuations and first aid, oversee inmates, review counts, observe and document inmate behavior, use inmate management system (IMS), coordinate inmate transportation, use the employee performance review system (EPRS), training and counseling, monitor rosters, oversee daily operations, communicate in writing and orally, oversee inmate activities, supervise staff, examine accessibility, respond to visitors and the media, and perform other related work as required.

Written Examination: The written examination will be designed to test, where practicable, the following abilities which have been established as qualifications for the position: ability to communicate orally and in writing, ability to initiate and work independently, ability to be adaptable, ability to be accountable, and ability to analyze and make decisions. The study materials for this exam are available on the [Examination Preparation Guides and Reading Lists](#) page of our website.

Experience & Education (E&E): All candidates must complete the 2024 Correction Officer II Promotional Examination E&E Claim application online. Instructions and a link to the E&E Claim 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 emailed to civilservice@mass.gov no later than August 24, 2024.

Please note that:

- E&E is an examination component, and therefore must be completed by the candidate.
- 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. 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. Please note that on appeal, HRD will not consider requests for credit in any category that were not originally claimed in the initial E&E submission.

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

Refunds: There will be no refunds of the examination processing fee unless the examination is cancelled 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 DOC at the time of consideration.

Supplemental Information:

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

For more information about this and other civil service examinations, visit <http://www.mass.gov/civilservice> or email the Civil Service Unit at civilservice@mass.gov

Inquiries may also be made to HRD, Monday through Friday, 8:45am – 5:00pm, at the following numbers:

Boston area: (617) 878-9895

Within Massachusetts: 1-800-392-6178

TTY Number: (617) 878-9762