

2024 Departmental Promotional Examination for Correction Officer III

This examination is being administered by the Human Resources Division (HRD) to create an eligible list from which to fill Correction Officer III vacancies in the Massachusetts Department of Correction (DOC). Candidates must take and pass this examination in order to be placed on the eligible list.

Written Examination Date: November 16, 2024

Application Period Begins: September 16, 2024

Application Deadline: October 15, 2024

Examination Processing Fee: \$150

Written Examination Locations: Various sites across the Commonwealth

Examination Information

Eligibility: To be eligible for this examination you must: (1) be an employee in the Department of Correction with permanent civil service status in the title of Correction Officer II by the date of the examination; and (2) 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. Time spent pursuant to a temporary appointment in the title of Correction Officer III 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 42% Technical Knowledge, 38% Situational Judgement Test, 20% Experience and Education.

Application: All applications and examination processing fees must be received by October 29, 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. Candidates who have been approved for an examination fee voucher may record redeeming the voucher on the application. If you have not submitted payment or redemption of an examination voucher of the examination processing fee on or before October 29, 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 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, or medical condition, 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 October 29, 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.

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 III: Under direct supervision of Correction Officers or other employees of a higher grade, the duty of a Correction Officer III is to: conduct vehicle and mail searches, staff and visitor searches, inmate searches, building and ground inspections; write reports, review reports and documentation, manage incidents and maintain security, understanding use of force and when to implement it, oversee inmates, review counts of inmates, use inmate management system (IMS), coordinate inmate transportation, training and counseling, monitor rosters, oversee daily operations, supervise staff, respond to visitors , and perform other related work as required.

Written Examination: The written examination will measure a candidate's applicable technical knowledge of relevant job duties. The study materials for this exam are available on the [Examination Preparation Guides and Reading Lists](#) page of our website.

Situational Judgement Test (SJT): The examination will measure your Judgment and Decision-Making, Accountability, Adaptability, Guiding and Developing Others, Leadership (including Managing Activities and Building Teams), and Interpersonal Skills (including Conflict Management).

Experience & Education (E&E): All candidates must complete the 2024 Correction Officer III 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. Submitting an E&E claim in any way other than through the online claim process will result in an "INCOMPLETE" score on this exam component. In addition, candidates who fail to include any supporting documentation to their E&E application by the deadline of November 23, 2024, will receive an "INCOMPLETE" score. 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 November 23, 2024. Documents can be uploaded to your Civil Service account. Documents such as educational transcripts that have already been submitted and are attached to your Civil Service account do not need to be resubmitted. A new EVF must be provided for each examination.

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](#).

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.

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.

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