

2025 Departmental Promotional Examination for Institutional Parole Officer C

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

Written Examination Date: May 17, 2025

Application Period Begins: February 10, 2025

Application Deadline: March 25, 2025

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 Parole Board with permanent civil service status in the title of Transitional Parole Officer A/B 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 Institutional 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 MGL Chapter 31 § 25 or the Human Resources Division's (HRD) revocation policy.

Examination Weights: The examination weights are 52% Technical Knowledge, 28% Situational Judgement and 20% Experience & Education.

Application: All applications and examination processing fees must be received by March 25, 2025. 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 March 25, 2025, 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 reasonable accommodations due to a documented impairment, or medical condition, you must fill out the Testing Accommodations Request Form and submit supporting documentation as outlined on the form from a qualified professional detailing what type of accommodation you require at the examination site. The form and supporting documentation must be scanned and attached to the application or emailed to civilservice@mass.gov no later than four (4) weeks prior to the examination date. 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. For information regarding reasonable accommodations and the required form please see: [Testing Accommodations Request Form](#)

Additional Requirements for Institutional Parole Officer C candidates: Visit [Careers | Mass.gov](#) for more information.

Examples of Essential Duties:

Duties: The duty of an Institutional Parole Officer C is to: prepare relevant material and attend hearings held by the parole board to evaluate the inmate/offender; prepare for the release of an inmate; process warrants and violations; maintain records and reports; facilitate internal/external communication and maintain stakeholder relations; participate in training and ensure subordinates are properly trained and up to date on job related developments in laws, technology, policies and procedures; perform administrative duties including monitoring and controlling the human resources of the department in accordance with relevant State and Federal personnel laws; and supervise, evaluate and counsel personnel.

Examination Subjects: The technical knowledge component will be designed to test, where practicable, the knowledge of: the criminal justice system; preparation and maintenance of case files for review and consideration by the parole board; date

calculation; LS/CMI and parole needs and behaviors; interviewing principles and techniques; case maintenance and release process; parole conditions and field parole operations; reintegration resources for parolees; revocation process; forms, questionnaires and available computer based tools; principles, practices and techniques to manage subordinates; human resources; PARs, SOPs and CMRs.

Reading List: [download](#)

Situational Judgement Test (SJT): The examination will measure your ability to be accountable, adaptable, work with initiative and independence, manage activities, demonstrate interpersonal interactions, strategic focus and vision.

Experience & Education (E&E): All candidates must complete the 2025 Institutional Parole Officer C 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 May 24, 2025, 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 May 24, 2025. Documents can be uploaded to your Civil Service account when submitting your E&E application. 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.

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.

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