

2026 Departmental Promotional Examination for Institutional Parole Officer D

If you currently have a Civil Service Online Account DO NOT create a new account to apply for this exam.

Utilize the Government Jobs Help & Support to access your account. [Online Employment Application Guide | Massachusetts Civil Service Applications](#)

Candidates with multiple accounts may cause delays with properly recording your application and notifications from civil service such as notices to appear, or job opportunities. If you have questions, please email civilservice@mass.gov.

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

Written Examination Date: June 6, 2026

Application Period Begins: March 23, 2026

Application Deadline: April 14, 2026

Examination Processing Fee: \$150

Written Examination Locations: Various sites across the Commonwealth

Examination Information

Eligibility: To be eligible for this exam you must: (1) be an employee in the Parole Board with permanent civil service status in the title of Institutional Parole Officer C by the date of the exam; 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 exam 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 D 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 exam weights are 30% Technical Knowledge, 30% Practical, 20% Situational Judgement Test (SJT), 20% Experience and Education (E&E).

Application: All applications and exam processing fees must be received by April 14, 2026. 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 exam fee voucher may record redeeming the voucher on the application. If you have not submitted payment or redemption of an exam voucher of the exam processing fee on or before April 14, 2026, 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: Any current military personnel requesting a makeup opportunity, please [click here](#) for more information.

Makeup Examination: With the exception of current military personnel as described above, no candidate has a right to a makeup exam due to personal or professional conflicts on the testing date. Candidates are advised to consider this before applying for the exam. If you file an exam application by the application deadline but are unable to appear for the exam on the exam date due to an emergency or unanticipated hardship, you may request a makeup exam by filing a written request with verifiable documentation to HRD no later than

seven calendar days from the original written exam date. HRD reserves the right to approve or deny your request. HRD may require an additional exam 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 CS-ReasonableAccommodations@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: [Reasonable Accommodations for Civil Service Examinations](#).

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

Examples of Essential Duties:

Duties: The duty of an Institutional Parole Officer D is to: manage internal and external communications and coordination with Department and stakeholders; oversee and manage subordinate training; general administration/record and report management; supervision, evaluation, and counseling of personnel; oversee subordinates regarding the pre- and post-hearing preparation process; and monitor issuance of violations and warrants.

Examination Subjects: The technical knowledge and practical components will be designed to test, where practicable, the knowledge of how to oversee subordinates' case preparation, case maintenance, and the violation and warrants process; date computation; principles and techniques for interviewing; principles, practices and techniques of management and general oversight of subordinates; performance evaluation and discipline, organizational change, strategic vision and training; knowledge of relevant policies and procedures (e.g., PAR, SOPs and CMRs).

Reading List: [2026 Institutional Parole Officer D Reading List](#)

Situational Judgement Test (SJT): The exam will measure your Accountability, Leadership, Interpersonal Interactions, Guiding and Developing Others, and Adaptability.

Experience & Education (E&E): All candidates must complete the 2026 Institutional Parole Officer D Promotional Exam E&E Claim application online. Instructions and a link to the E&E Claim will be emailed to candidates prior to the exam 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 June 13, 2026, will receive an "INCOMPLETE" score. All claims and supporting documentation must be received within seven calendar days following the exam. Supporting documentation must be scanned and attached to the application or emailed to civilservice@mass.gov no later than June 13, 2026. 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 exam.

Statutory Preference Points: Veterans and disabled veterans will be awarded two points to their passing, overall (general average) exam 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 exam 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 exams 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 exams, 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