

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](#)

Test takers with two 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.

Holbrook Police Sergeant Sole Assessment Center with Experience & Education

Application Opens: November 3, 2025

Application Deadline: November 24, 2025

Examination Date: December 15, 2025

Examination Fee: \$150

Examination Location: TBD

Examination Information

Eligibility: To be eligible for this examination you must: (1) be an employee in the police department for which the examination is given with permanent civil service status in the specified eligible title(s) by the date of the examination; and (2) have served in the force at least one year since you were appointed in the eligible title. A combination of temporary and permanent service can be applied towards meeting this one year requirement. Time spent working in the title of Police Sergeant will not interrupt the service period in your permanent position. Police Officers filing for this examination must have one year of permanent experience after completion of their police academy course. Service as a Student Officer, before successful completion of an approved academy, does not count towards meeting the eligibility requirement.

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 (MGL) Chapter 31, § 25 or the Human Resources Division (HRD) revocation policy.

Examination Weights: The Sole Assessment Center will be 80% and the Experience & Education (E&E) will be 20% of the final score.

Eligible Title(s): Police Officer

Job Description

The Sergeant is primarily responsible for the proficiency, morale, discipline, training, conduct, appearance, and strict attention to duty of all personnel under their supervision.

General Duties and Responsibilities:*

1. Be completely familiar with departmental rules, regulations, policies and procedures, and developments in the law; develop and upgrade necessary knowledge, skills, and abilities by attending training made available by the department.
2. Implement all orders received via the chain of command; thoroughly explain to personnel the content of new orders that affect their responsibilities.
3. Regularly review the performance of personnel under their supervision; ensure that when performance of personnel under their supervision is unsatisfactory, measures are taken through encouragement, explanation,

referral to their supervisory officer, or other means consistent with departmental policy to see that the individual's future conduct is up to standard.

4. Submit written reports regarding any member when they commit a breach of departmental rules, regulations, policies or procedures; indicate the corrective or disciplinary action taken or recommended.
5. Observe probationary personnel and submit detailed reports concerning their qualifications to secure a permanent status in their opinion as to the desirability of their retention as required.
6. Ensure that all Officers receive warrants, summonses, subpoenas, or other official papers and serve, deliver, or perform their duties regarding such papers promptly and accurately.
7. Respond to emergencies, incidents or dispatches as required; assume command of the situation until properly relieved by an officer of higher rank.
8. Ensure reports are properly filed on preliminary investigations and periodic reports on the status of more in depth investigations calling to the attention the Deputy Chief any significant developments in all investigations; coordinate the management of follow up investigations assigned to their shift.
9. Investigate citizen complaints or conduct internal investigations as may be assigned or required.
10. Perform other duties as may be assigned or required.

**The duties and responsibilities listed above are intended only as an illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment of the position. For a complete description, please contact the Holbrook Police Department.*

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 by the application deadline, your application will not be accepted.

Assessment Center: The assessment center will be conducted by a third-party vendor chosen by your municipality.

Experience & Education (E&E): All candidates must complete the Holbrook Police Sergeant E&E Claim application online. This is a separate application. Submitting an E&E claim in any way other than through the online claim process will result in a failed examination component. Instructions and a link to the E&E claim will be emailed to you prior to the Assessment Center administration date. A confirmation email will be sent upon successful submission of an E&E Claim application.

Statutory Preference Points: Upon submission of written proof, two points will be added to the passing score of qualified Veterans and Disabled Veterans or individuals who have 25 years of service as a member of a regular police or fire force and have passed an examination for promotional appointment in such force. If you are qualified for both the Veteran's Preference and the Promotional Preference for 25 years of service, please be advised that two points are the maximum allowable number of points to be added to your passing, overall (general average) examination score. To claim the Promotional Preference for 25 years of service, candidates must claim this preference in the application and either attach the [Employment Verification Form for Sole Assessment Center](#) form to the application or email it to civilservice@mass.gov. 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.

Makeup Examination: 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 to the delegation administrator or their designee. 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 the delegation administrator or their designee. The delegation administrator reserves the right to approve or deny your request. Please reach out to them for further information.

Reasonable Accommodations: If you need reasonable accommodations due to a documented impairment, or medical condition, you must make a request with the delegation administrator or their designee. All requests will be reviewed and approved by the delegation administrator or their designee.

Delegation Administrator or Designee: Chief David Del Papa (chief@holbrookpolice.com)

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 Account](#).

Identification at the Examination Site: At the examination site, candidates must present a current and valid government issued photo identification with signature (e.g., driver's license, passport, military ID). Candidates will not be allowed to take the examination without valid identification.

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.

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

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 email the Civil Service Unit at civilservice@mass.gov

The Civil Service Unit's hours of operation 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