



**IDAHO**  
**DEPARTMENT OF**  
**CORRECTION**



## Branching Out

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## How to Apply for a job at IDOC

Tips for success in the  
promotional application  
and interview process.

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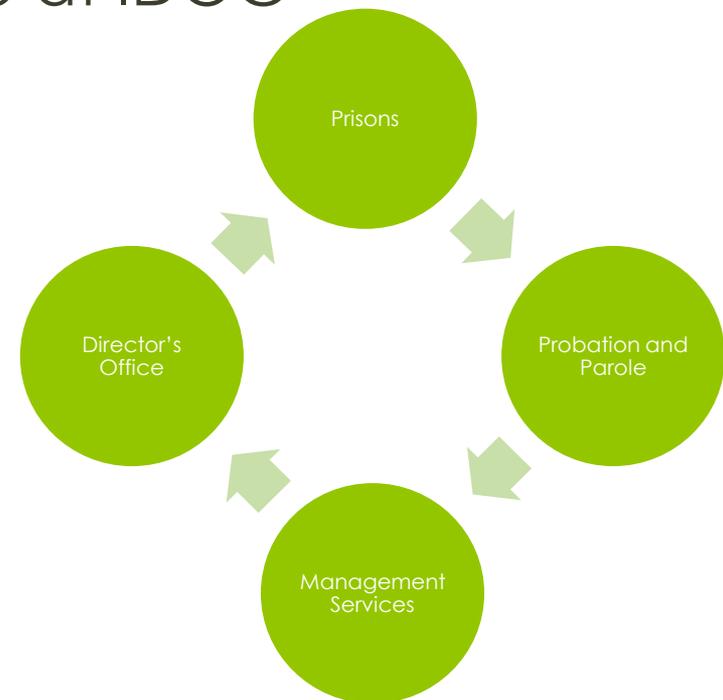
# Overview

- Preparing for opportunities
- Pro tips for success with the online application
- Common errors made by applicants & how to avoid them
- Answers to our most frequently asked questions
- Preparing for your interview at IDOC



# What do you want to be?

- Plan your career route at IDOC



**“A dream becomes a goal when action is taken toward its achievement. A goal without a plan is just a wish” – Nishan Panwar**

# Ask for Feedback

- What are the minimum requirements?
  - Do you meet the minimum requirements?
  - What do you need to improve?
- What skills does the ideal candidate have?
  - Who can give you feedback?
  - Develop and display those skills *everyday* in your *current position*.

“Always do your best. What you plant now, you will harvest later.” – Og Mandino

# Training Opportunities

- Leadership Series
- Instructor Development
- Events calendar
- Ask your supervisor!
- Seek ongoing education
- Search your prior work experience

Training is everything. The peach was once a bitter almond; cauliflower is nothing but a cabbage with a college education." – Mark Twain

# Open Announcements

- Celebrate others' promotions!
- HR Emails
  - New Announcements
  - Promotional Opportunities
  - Requests for transfers/laterals
- [IDOC Careers page](#)
- [Automatic Job Notifications](#)

## Correctional Corporal

Close Window

Print

To subscribe to the job using our automatic job notification system [click here](#). We will then e-mail you alerts anytime the state recruits for the specified job.

CORRECTIONAL CORPORAL

CLASS NO. 09214

"Not knowing when the dawn will come, I open every door." – Emily Dickinson, *The Complete Poems*

# Anatomy of an Announcement

## MINIMUM QUALIFICATIONS:

- Some knowledge of management practices to include:  
 Planning: determining organizational objectives and deciding how best to achieve them  
 Organizing: determining how to use resources, defining responsibilities and authority  
 Leading: influencing and motivating staff, delegating work and resolving conflict  
 Controlling: establishing standards

## SPECIALTY REQUIREMENTS:

- Good knowledge of offender management and risk reduction procedures
- Good knowledge of risk control/security procedures
- Some knowledge of training methods
- Experience supervising staff

## DESIRABLE QUALIFICATIONS:

- Currently employed at an adult correctional facility in Idaho.

## EXAMINATION:

You will receive a score based on your education, training, and experience in the answers to the exam. A minimum score of 66 is required to pass. Notification of your test results will be available online when the exam review process has been completed. All answers to the questions on the exam must be supported in the work history, resume, and/or education portion of your application.

## TO APPLY:

Click on any [Apply Online](#) button to the left and follow the instructions provided to complete the Application Checklist Information and Exam for this position. Remember to update your online application information, please select/add:

- Department of Correction under "Agencies"
- Full-time under "Job Type/Shift"
- Orofino and/or Cottonwood under "Cities"

Without this information, your name cannot be referred to the hiring agency. You must complete all items in the Application Checklist under General Information and Optional Information to include Personal Information, Education, Work History, Cities, Agencies, Job Type/Shift, Skills, and Resume.

**Thank you for your interest in the Department of Correction!**

[Preview Exam](#)

## Minimum Qualifications (MQs)

- Required.

## Specialty Qualifications

- Also required.

## Desirable Qualifications

- *NOT* required
- May increase your score

## Exam Instructions

- Follow all directions
- Answer all questions

# Your Application

[Applications](#) [Exams Summary](#) [Hiring Lists](#) [Services Rendered](#) [Temporary Password](#) [Applicant Summary](#)

Agency Menu

Application Summary

Announcement #  
09201039324  
Correctional Manager 1  
Application Status:  
Complete  
[Status Detail](#)

*The current announcement includes the following city(s) that you have not selected:  
Cottonwood, Orofino  
If you wish to be considered for a position in a city you must select it.*

Use the checklist to the left of the screen to navigate through the application process. **Do not use the back button on the browser. Click on "Applications" again to return to previous screen.** Items in the General Information Area (left screen) must be completed for you to be considered for any specific position. Click the items to complete them.

When all required fields have been completed a check mark will appear next to the item in the box.

**Correctional Manager 1**

View Announcement: [Click Here](#)  
Announcement Closing Date: Monday, July 13, 2015  
Announcement Status: Closed  
Application Date: Monday, July 13, 2015  
**Application Status: Complete**

Updated By: 40678  
Updated Date: 7/13/2015

**Special Considerations for this application**

Ignore Minimum Requirements  
 Ignore Exam Requirements  
 Override Application Cancellation if not complete by closing

Applicant is to be considered as a:

Retention Points:

Layoff Expires:  (MM/DD/YYYY)

Application Checklist

General Information

1.  Personal  
2.  Education  
3.  Work History  
4.  Cities  
5.  Agencies  
6.  Job Type/Shift

Optional Information

7.  Resume  
8.  Skills  
9.  Veterans' Preference  
Archived Vet Form

Qualifications & Exams

11.  Correctional Manager 1 - Lieutenant TOOC 2014

State Employee

Agency: 230  
Pay Status: A  
Pay Grade: M  
Class: 02990

Create Application

Announcement no.

Ban/UnBan Class

- ✓ Update your general information
- ✓ Check marks indicate that piece is completed
- ✓ Check mark by exam shows it's submitted.

**Red writing means something is missing!**

# Exam Instructions

- **Read them!!!**
  - Minimum & Specialty Requirements
  - Desirable Qualifications (extra credit)

## **Exam: Correctional Manager 2, Deputy District Manager IDOC 3.2015**

Your score will be based on your responses to the following questions. Be sure to be complete in your responses as additional education, experience and/or training may increase your score. Incomplete information may result in your application not being considered.

Questions #1 - #4 are minimum requirements for this position.

Question #5 is Specialty requirement for this position. You must meet this requirement to meet the minimum level on this exam.

Question #6 is a Desirable qualification; it is not required to meet minimum level but it may give you additional points.

Question #7 (required) is for you to submit your resume/work history to substantiate your responses to the following questions. It should include detailed information, including dates regarding education, training, and experience. For education, include all relevant college course titles, number and credits awarded. For experience, include all relevant position titles, dates of employment, and a description of work performed. Failure to submit a resume with all requested information may result in you not being considered for this position.

# What should I include in my response?

## 2. How have you gained some knowledge of supervision to qualify for this position?

This is typically gained by completion of a training class or seminar (more than one day) specifically covering supervisory practices; OR completed at least one college level course (3 credits) covering supervisory practices; OR leadwork/FTO/supervisory experience that involved work assignment, direction, and monitoring of staff (such experience on a fill-in basis must be for a period of approximately three months or more – they do not have to be consecutive). Supervision of offenders does NOT qualify.

For education or training, list the title and course number(if available), dates, number of classroom hours(or days) and/or credits with a brief description of the content. For experience list the months and/or years held, title of your job(s), number of staff supervised, and the name of the employer(s) where you worked in this capacity, along with a description of your supervisory duties and responsibilities.

If you have additional education, training, or experience in this area it may increase your score.

- How do you meet the qualifications?
- Relevant & concise information
- Don't make the SME search or guess
  - SMEs go by the criteria. If they can't find it, they don't give credit.

# Structuring Your Response

- Typically Gained by Statement
  - Decide which qualifications you meet, how and address each one.
- Respond in the same format
  - Education = Credits
  - Internships & Training = Hours
  - Experience = Dates
- Separate education, training & experience
- Don't assume the person reviewing your application knows you or what you do.

# Don't short change yourself!

## Do

- Address each part of the typically gained by statement
- List as much training and experience as you have
- Make sure it is easy to read & follow
- Include credits earned, hours interning or training, month/year for the start & end date of employment

## Don't

- Copy/Paste your resume for each response
- Copy/Paste your job description as your answer
- Provide the same response for each question
- Leave any questions blank

# Frequently Asked Questions

- The resume
- How is my exam scored?
- When will my exam be scored?
- What can HR tell me about my application?
- Am I being considered for the position?

# The Resume

**Question: Do I need to include a resume?**

*Answer: Yes. Complete all sections of the application.*

**Question: But I put the resume on the checklist and I included my work history. Do I still have to do it?**

*Answer: Yes. Complete all sections of your application*

**Question: What is the purpose of the resume question?**

*Answer: The SME uses your resume and work history to verify the responses to the questions you answered. Your resume should support your responses.*

**Question: What information should be included in my resume?**

*Answer: The resume should include relevant work history and detail job responsibilities, education, and training.*

# How is my exam scored?

**Question: Who scores my application?**

*Answer: Exams are scored by subject matter experts. Some questions may be auto-graded by the system. If it's a paragraph response, it is graded by a person who is an expert in that job.*

**Question: Are all questions worth the same amount of points?**

*Answer: No. Some questions may be worth more points than others, based on importance to the job as determined by the hiring manager.*

**Question: How can someone pass with a score lower than 70?**

*Answer: There are a total of 100 points on each exam. If there are extra credit questions, the score needed to pass the exam at the minimum level is lower.*

**Question: How do we ensure quality of the grading?**

*Answer: HR Reviews a portion of the exams for quality and consistency between subject matter experts. **We do not review all exams each time.***

# When will I receive my score?

## **Question: When does scoring begin?**

*Answer: Exams are typically assigned to a SME 24 hours after the announcement closes. This allows for the grace period to end and all exams to be submitted.*

## **Question: What takes time?**

*Answer: The scoring process for some exams may take longer than others based on the number of exams to score and the number of SMEs needed to grade.*

## **Question: How long does the scoring process usually take?**

*Answer: Typically, two weeks is sufficient for the scoring and quality assurance to take place.*

# What can HR tell me about my application?

- Placement on the hiring list
  - What number you are (ranking)
  - Are you in the top 25?
- Areas you can improve your application
  - Did you provide sufficient information on the questions?
  - Could you increase your score with additional education or experience?

**Request feedback by sending an email to [hr@idoc.idaho.gov](mailto:hr@idoc.idaho.gov).**

# Am I being considered for the position?

- Top 25 on the hiring list are eligible to interview
- Interview selections are made by the hiring manager based on hiring list, job performance, documentation & supervisor feedback
- Not scheduled for an interview?
  - Request feedback from HR or the hiring manager

**“Your best interview is your everyday job performance” – Shannon Cluney, Deputy Chief of Prisons**

# How to interview like a boss

- Research the position
  - The questions are going to be job-related, so know what the job is!
  - Talk to people who hold the position about what skills they use most often
  - Talk to the hiring manager about what they look for in an ideal candidate.
- Expect behavioral or situational questions
  - Behavioral questions use past experience as future indicators.
    - “Tell me about a time when...”
    - Looking for a specific example
  - Situational questions ask how you would react when presented with a certain situation
    - Present yourself as if you are in the position you are interviewing for.
    - Follow up with an example about when you did what they are asking about.

# Where are the job duties?

- The announcement!



People Making  
A Difference!

**Idaho  
State Government**

**Department of  
Correction**

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83720-0018

**WEBSITE:**  
[www.idoc.idaho.gov](http://www.idoc.idaho.gov)

**If you have questions,  
please contact us at:**  
(208) 658-2020

**EMAIL:**  
[hr@idoc.idaho.gov](mailto:hr@idoc.idaho.gov)

**APPLY  
ONLINE**  
[Click Here!](#)

## Correctional Sergeant

Competition limited to classified employees of:

[Department of Correction](#)

**Open for Recruitment:** July 23, 2015 - August 6, 2015  
**Announcement #** 09210002283  
**Salary Range:** \$17.75 - \$19.72 per hour [-Plus Competitive Benefits!](#)

**Location(s):** Idaho Falls, Pocatello, St. Anthony

*The Mission of the Idaho Department of Correction (IDOC) is to promote a safer Idaho by reducing recidivism.*

This position supervises correctional employees and performs difficult security and offender management functions at the state correctional facilities for the Department.

This announcement will be used to fill Correctional Sergeant vacancies over the next six (6) months in the Eastern Idaho region **only**. This includes future openings at the St Anthony Work Camp (SAWC), Pocatello Women's Correctional Center (PWCC), and the Community Reentry Center in Idaho Falls. If you have previously applied for Correctional Sergeant and wish to be considered for this and future vacancies, you must reapply under this announcement. **Previous scores will not be used.** You are encouraged to apply even if there is not a current vacancy at the location you are interested in.

**RESPONSIBILITIES:**

- Assigns work and inspects posts to ensure officers are performing properly
- Evaluates officer performance
- Mediates officer disputes
- Responds to employee grievances

Unit Management:

- Develops work schedules
- Inspects tiers, housing units, and compound for breaches of security
- Organizes and directs management of offenders in a living unit
- Resolves difficult or volatile offender conflicts
- Active member of offender case management team

Special Assignments:

- Serves on review boards
- Acts as institution hearing officer
- Participates as member of classification committee, and facility problems

**MINIMUM REQUIREMENTS:**

- Some knowledge of supervision
- Experience applying policies and procedures, offender culture, and search, seizure and restraint procedures in an adult correctional facility

**DESIRABLE QUALIFICATIONS:**

- Some knowledge of training methods
- Some knowledge of client/offender case management and/or treatment programs that influence or promote client/offender change or social learning skills

# Invitation to Interview!

- A hiring manager or their designee will call or email you if you are invited to interview
- *Confirm* the time, date, and location
- *Ask for* a contact person in case you need assistance up to the date of the interview

# STAR Interview Model

Situation

- Provide context and background

Task

- Describe the problem & challenges

Action

- Explain WHAT YOU DID & how

Results

- State the benefits, savings, rewards, recognitions, etc

# Interview Day

- Dress to impress
  - Business Casual or Uniform if appropriate
  - Clean & Polished
- Bring copies of your resume (3)
- Prepare questions to ask the panel

I was always looking outside myself for strength and confidence, but it comes from within.  
It is there all the time." – Anna Freud

# After the Interview

- Thank the interviewers
  - The Art of the personal Thank You
- Ask for Feedback

“The roots of all goodness lie in the soil of appreciation for goodness.” – Dalai Lama

Please describe your experience and personal qualities that you feel will make you effective in this position?

***IDAHO***  
***DEPARTMENT OF***  
***CORRECTION***



Mock  
Interviews