

**New Jersey Department of Personnel**  
**2007 DIRECTOR OF CUSTODY OPERATIONS 1**  
**ORIENTATION GUIDE**

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## 2007 DIRECTOR OF CUSTODY OPERATIONS 1 - ORIENTATION GUIDE

### *Introduction*

The New Jersey Department of Personnel has prepared this supplemental orientation guide for promotional candidates who will participate in the 2007 Director of Custody Operations 1 examination. The information in this booklet and the **Applied Knowledge Multiple-Choice Exam Orientation Guide** (available via DOP's web site [www.state.nj.us/personnel](http://www.state.nj.us/personnel) under the Law Enforcement Careers icon) is designed to help candidates better understand the testing process they will undergo. The examination will be designed on the basis of information obtained from a job analysis of the Director of Custody Operations 1 position. We encourage candidates to carefully review this guide along with the Applied Knowledge Multiple-Choice Exam Orientation Guide and to take advantage of any and all opportunities to prepare for the examination.

### *When will the examination be held?*

The **tentative** date to administer the Director of Custody Operations 1 examination is **Mid-October, 2007**. However, in the event there are difficulties scheduling the examination for any unforeseen reason, the examination date may change. The test date will be confirmed when candidate examination notices are mailed two to three weeks prior to the test date.

Please note that candidates are NOT PERMITTED to bring phones, pagers, recording devices, etc., into the test center. Possession of one or more of these prohibited devices inside of the examination center may result in disqualification.

In addition, briefcases and other personal items should also be left outside of the test center. The Department of Personnel is not responsible for any personal items. Upon completion of the testing process, candidates must leave the testing premises so that other candidates (still involved in the testing) will not be disturbed/distracted by outside conversations.

### *How is the examination developed?*

A job analysis was conducted to identify the knowledge and abilities that are necessary to perform the job of Director of Custody Operations 1. A job analysis is the process of critically examining job components in order to provide a functional description of a job. Based on this job analysis, several work components were identified and it is from these work components that a distinct examination has been developed. During the job analysis, correctional managerial personnel ranked each Director of Custody Operations work component in terms of its importance. Examination questions will relate to those work components that were determined to be most critical. The critical work areas identified during the job analysis process are as indicated below, and will be utilized as a basis for the development of the forthcoming examination:

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### CRITICAL WORK AREAS IDENTIFIED:

- a. Supervision
- b. Correctional Techniques
- c. Investigations
- d. Rules and Regulations
- e. Inmate Security
- f. Work Prioritization
- g. Conflict Management
- h. Controlling/Regulating
- i. Decision Making
- j. Human Resource Management
- k. Interpersonal Skills
- l. Leadership
- m. Organizational Sensitivity
- n. Planning and Evaluating
- o. Analysis/Problem Solving
- p. Time Management

**NOTE: The test mode for this examination will be Multiple-Choice and/or Essay.**

*Are there any practice multiple-choice questions?*

The following three questions are sample questions that are similar to the ones that may appear in your examination.

#### **Sample Question #1:**

An officer under your supervision reports to you that she lost her State of New Jersey Firearms Unit Weapons Card, official photo identification badge. According to Standard Operating Procedures for N.J. Correctional Facilities, when shall the officer notify the local law enforcement authorities and the Superintendent/Unit Chief or their designee?

- (a) Immediately.
- (b) Within a period of 3 hours.
- (c) Before completing his shift.
- (d) As soon as practicable.

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**Sample Question #2:**

Which is the principal value of prompt, accurate, and complete reports? They

- (a) expedite official business.
- (b) provide good reference material.
- (c) are the mark of an efficient person.
- (d) impress superiors with the necessity for immediate action.

**Sample Question #3**

You notice that an above average officer of 5 years seems to be distracted and distant at the last few meetings. Afterward, in private he tells you that he and his wife are having marriage difficulty. What is your next course of action?

- (a) Listen attentively and determine who is at fault.
- (b) Listen attentively and suggest professional counseling.
- (c) Discuss the issue in detail to see if it is drug or alcohol related.
- (d) Inform him that his private life is his own business and he must improve.

*What are the correct answers to the practice questions?*

The correct answer to sample Question #1 is **(d)**.

The correct answer to sample Question #2 is **(a)**.

The correct answer to sample Question #3 is **(b)**.

*Will make-up candidates take the same examination?*

Because of concerns regarding loss of examination security relating to the illicit discussion and/or dissemination of test content, the make-up examination for this announcement may not be identical to the original examination. That is, it may be very similar to the original examination, matching the content specifications of the original examination as closely as possible. This means that the make-up examination would measure in equal proportion, the same knowledge, skills and/or abilities that will be measured by the original examination. It will also be administered and scored in the same manner as the original examination. If a different examination is used for make-up purposes, make-up candidates may be required to obtain or use resource material for test preparation/study purposes that is particular to the make-up examination.

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***What is the Department of Personnel's public safety testing make-up policy?***

Pursuant to N.J.A.C. 4A: 4-2.9, make-up examinations for public safety promotional examinations may be authorized **ONLY** in cases of:

- I. Error by the Department of Personnel or appointing authority
- II. Death in the candidate's immediate family as evidenced by a copy of the death certificate
- III. Catastrophic injury or illness requiring an extended convalescent period, provided the candidate submits a doctor's certification containing a diagnosis and a statement clearly showing that the candidate's physical condition precluded his or her participation in the examination as well as documentation from the candidate's employer noting the candidate's related leave from work.
- IV. Military leave, which will be handled as stated in N.J.A.C. 4A:4-2.9(c)
- V. Exoneration from pending disciplinary or criminal charges will be handled as stated in N.J.A.C. 4A:4-2.9(d)

If you require a make-up examination, please call the Make-up Unit at (609) 292-9467 within 5 days upon receipt of your Notification Card. Candidates with special situations/ADA concerns must contact Marty Berrien at (609) 292-4158 upon receipt of their examination notification in order to requests/discuss special needs.

Please note that all requests for medical make-up examinations must be accompanied by the Department of Personnel's Medical Authorization for Make-up Examination form completed by the treating physician. The Medical Authorization for Make-up Examination form can be obtained at [www.state.nj.us/personnel/format/index.htm](http://www.state.nj.us/personnel/format/index.htm), or through the Make-Up Unit at (609)292-9467.

***Conclusion***

This orientation guide attempts to familiarize candidates with aspects of the Director of Custody Operations Promotional Examination process. The suggestions provided here are not exhaustive. We encourage candidates to engage in whatever additional preparation strategies they believe will enhance their chances of performing effectively on the examination.

***We hope that this Orientation Guide has been beneficial.***

***GOOD LUCK!***

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