



DALLAS COUNTY  
HUMAN RESOURCES/CIVIL SERVICE

DATE: October 7th, 2025

TO: All Eligible Officers

FROM: Robert B. Wilson, Director  
Human Resources /Civil Service

SUBJECT: Dallas County Sheriff's Department Civil Service Promotional Examination  
Announcement for the position of **Detention Service Manager – IRC # 25001634**

This memorandum serves as an announcement of the **Detention Service Manager** promotional process. The Human Resources/Civil Service Department will administer the written examination for this position on **November 25th, 2025 at 9:00 am**. **The examination location will be provided at a later date.**

In order to qualify to take the written examination, **candidates must meet all minimum eligibility requirements at the time of registration**, register for the examination **ONLINE** only and complete the application in its entirety.

**Registration Process:**

**When:** October 8th – October 22nd, 2025  
(No exceptions past this date)

**Where:** Online at: [Oracle link here](#)

**Time:** 8:00 a.m. - 4:30 p.m.  
Monday through Friday (excluding holidays)

**The following documents must be uploaded to Oracle link:**

1. Completion of an online application in its entirety on Dallas County's Employment Site
2. A certified copy of college transcript(s), if education is going to be substituted and Resume (if available)

**The following documents must be uploaded in Oracle at the time of registration:**

1. Valid Texas Driver's License with a good driving record
2. A copy of your DD214, if military experience is going to be substituted

**NOTE:** Candidates must provide the required documents necessary to meet the minimum qualifications to be considered as an applicant. Any questions, please contact the Human Resources/Civil Service Department at (214) 653-7638

## MINIMUM QUALIFICATIONS:

The minimum requirements for the examination are as follows (all required work experience must be with the Dallas County Sheriff's Department):

### **Detention Service Manager:**

1. An applicant must have on file documentation that the applicant meets the following standards: a high school diploma from an accredited high school or a high school equivalency certificate (GED). To sit for the exam, must have successfully maintained all State and Dallas County Sheriff's Department licensing/commissioning requirements AND the following:
  - High School Transcript or Diploma or GED
  - Served at least two (2) years as a full-time Dallas County Sheriff's Detention Service Supervisor (DSS) and sixty (60) hours of college from an accredited college or university with a grade "C" or better; OR
  - Served six (6) continuous years as a full-time Dallas County Sheriff's Detention Service Supervisor (DSS)

**MUST** be TCOLE Certified as an Intermediate Jailer or able to attain such certification within six months of employment.

## PROMOTIONAL TESTING REQUIREMENTS:

1. Candidates must be current full time employees with the Dallas Sheriff's Department
2. Candidates must not have any sustained allegations of untruthfulness or must not have received a letter that the District Attorney cannot sponsor their testimony in criminal trials
3. Candidates must not have received formal discipline for a Class 1 violation within the past two (2) years at the time of registering for the promotional exam
4. Candidates must not have been demoted from the Dallas County Sheriff's Detention Service Manager rank due to disciplinary action within the past two (2) years at the time of registering for the promotional exam
5. Service with the Sheriff's Department must be continuous with no break in service

**"Continuous employment"** is defined as current employment in a **TCOLE** law enforcement position with no interruption/break in service. Prior to sitting for a promotional exam, any probationary period must be completed, if applicable

**The examination process will consist of two elements:**

1. Written examination (Must achieve a minimum passing score of 70%)
2. B-PAD (Behavioral Personnel Assessment Device)  
(B-PAD will be scheduled at a later date for candidates who have successfully met the 70% success rate of the written examination)

**NOTE:** The results of the two components will be combined. Candidates will be rank ordered based on the final scores to produce the final promotion eligibility list

**EXAM DATE & TIME:**

**November 25th, 2025 - 9:00 a.m.**

**EXAM LOCATION:**

**To be Announced**

**Primary Reference Materials for the Dallas County Sheriff's Department 2025  
Detention Service Manager Promotional Examination**

Source	% of Exam*
<ul style="list-style-type: none"> <li>• <b>Sheriff's Department 2022 General Orders &amp; Code of Conduct</b> (See study guide) 35% <ul style="list-style-type: none"> <li>• Obtain this source from the Dallas County Sheriff's Department.</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>• <b>The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change. Special Edition</b> (See study guide) 20% <ul style="list-style-type: none"> <li>Publisher: Simon &amp; Schuster</li> <li>Author(s): Stephen R. Covey</li> <li>ISBN: 978-1451639612</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>• <b>Correctional Administrations and Change Management</b> (See study guide) 15% <ul style="list-style-type: none"> <li>Publisher: CRC Press; I Edition</li> <li>Author(s): Martha Henderson Hurley and Dena Hanley.</li> <li>ISBN: 978-1439803929</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>• <b>Dallas County Administrative Code Chapters 82 &amp; 86</b> (See study guide) 15% <ul style="list-style-type: none"> <li>• Obtain this source from the Dallas County Website using the following URL <a href="https://www.dallascounty.org/departments/HR/HRpolicieslinks.php">https://www.dallascounty.org/departments/HR/HRpolicieslinks.php</a></li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>• <b>Sheriff's Department Civil Service Rules and Regulations</b> (See study guide) 15% <ul style="list-style-type: none"> <li>• Obtain this source from the Dallas County website using the following <a href="https://www.dallascounty.org/department/HR/HRpolicieslinks.html">https://www.dallascounty.org/department/HR/HRpolicieslinks.html</a></li> </ul> </li> </ul>	

\*These percentages are approximations. The actual percentages may change. Keep in mind that you may not be required to read all the material in each of the above sources. The study guide will specify the exact chapters, sections, etc. that you will be responsible for reading