

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

DUTIES Serves as a Personnel Security Investigator in the Employment Standards Unit (ESU) of the Police Department (Department) in the Office of Public Safety (Office), Metropolitan Washington Airports Authority (Airports Authority). Conducts general background investigations and full field investigations on candidates for positions within the Office. Conducts general background investigations on candidates for positions in all other Airports Authority Offices. Investigative activities include, but are not limited to, verifying education and employment information; searching court, criminal, and credit records; interviewing personal references; and writing recommendation reports. Performs related functions.

--Conducts general background investigations and full field investigations on candidates for positions within the Office (e.g., police officer, dispatcher, traffic control officer and firefighter) to determine suitability for employment. Verifies information provided by candidates on employment applications and security forms. Through telephone calls or in-person interviews, questions previous employers as to the candidate's character, work performance and any mitigating circumstances in connection with terminations of employment. Checks credit history, driving records, Federal and state criminal history, and court records. Verifies education levels and may contact personal references. May verify information provided on the U.S. Citizenship and Immigration Services (USCIS) Employment Eligibility Verification form (Form I-9).

--Conducts general background investigations on candidates for positions in all other Airports Authority Offices. Verifies information provided by candidates on employment applications and security forms. Through telephone calls or in-person interviews, questions previous employers as to the candidate's character, work performance and any mitigating circumstances in connection with terminations of employment. Checks credit history, driving records, Federal and state criminal history, and court records. May conduct further investigation to verify education levels and/or contact personal references.

--Gathers and obtains background information through questionnaires, telephone contacts, state and national automated criminal records, personal interviews, and inspection of personnel and court records. May travel to attend meetings with former employers or references or obtain information in other locations. Develops candidate case file with work sheets, security forms, questionnaires and narrative of field interviews. Maintains the confidentiality of information in accordance with established Department policies and procedures and Virginia Code 19.2-389.2.

--Analyzes data gathered and determines whether additional information is needed based on initial negative or questionable findings or discrepancies in information. Identifies additional sources of information needed and follows up to obtain complete data.

--Prepares written report of findings and makes recommendation on suitability for employment. In formulating recommendations, considers the nature and severity of any adverse information in relation to the position being filled and requirements for specific jobs, e.g., education requirements for professional positions or a good driving record for jobs requiring driving.

--May develop new procedures, as needed, to facilitate the conduct of investigations (e.g., arranging for ESU computer access to Credit Bureau records), and may develop new forms to obtain information.

--May attend meetings of various law enforcement agencies and committees sponsored by the Commonwealth of Virginia and Metropolitan Washington Council of Governments (MWCOC) to remain current on operations and procedures being used by other entities.

--Attends in-service, mandatory, basic, advanced and/or specialized training to remain current and proficient on job-related information and skills or learn new information and skills.

--Communicates and interacts effectively with internal and external business contacts including, but not limited to, other members of the unit/team, other Airports Authority employees (such as executives, managers, supervisors, professionals, and support staff), outside public safety and court officials and employees, and the general public.

--Uses a computer and (a) modern office suite software (such as MS Office) to communicate (email), plan, schedule, word process, manipulate data (spreadsheets and databases), and conduct research (Internet use); (b) enterprise software for requisitioning, time and attendance reporting, and other functions; and (c) special systems/software used in ESU such as Virginia Criminal Information Network (VCIN) and National Crime Information Center (NCIC) systems.

--Drives a vehicle to inspect personnel and court records, and to conduct interviews with employees, previous employers and personal references, airside and landside.

--*Performs other duties as assigned.*

Critical features of this job are described under the headings below. They may be subject to change through reasonable accommodation or otherwise.

MINIMUM QUALIFICATIONS (MQs)

To be rated qualified for this job, an applicant must meet all of the MQs listed below at the time of vacancy announcement closure.

1. A high school diploma, a Certificate of General Educational Development (GED), or an equivalent combination of education, experience, and training.
2. Seven years (post high school) of progressively responsible specialized experience in conducting general background investigations that includes substantive work in the DUITES in this job description, including (a) researching and verifying employment records; (b) conducting telephone and in-person investigative interviews; and (c) accessing and searching automated criminal record systems.

A fully equivalent combination of education and training beyond what is needed to satisfy MQ1 may be substituted for two of these seven years of experience provided the education

and training is in a field of study related to the DUTIES in this job description. One example is an associate's degree in any field providing a strong foundation for successful performance of the DUTIES in this job description may be substituted for two of these seven years.

3. Certification as a NCIC Operator and certification as a VCIN Operator or the ability to obtain certification as a VCIN Operator within 120 days of entrance on duty.

PREFERRED QUALIFICATIONS

The qualifications listed below (if any) are preferred and may be considered in the selection process, but they are not required to be rated qualified for this job.

1. Experience in conducting full field background investigations of civilian and public safety candidates.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER FACTORS (KSAOs)

The following KSAOs are required for successful performance of this job and are a basis for rating and ranking applicants who are found to meet the MQs. *Local, Federal, airport industry or Airports Authority specific bodies of knowledge listed below may be acquired on the job, typically; ability to rapidly acquire them is required at the time of vacancy announcement closure.*

1. Knowledge of investigative procedures, methods and techniques to identify sources of information in an investigation, analyze background data for completeness and accuracy, follow up on gaps in information or questionable leads, and report findings.
2. Knowledge of policies, procedures, regulations, and laws regarding the security and privacy of personal information altogether to ensure that background information gathered on candidates is not compromised, mishandled, or otherwise misused.
3. Knowledge of computerized criminal/employment information record systems (such as VCIN and NCIC) to correctly identify candidates and extract pertinent criminal information in the course of an investigation.
4. Skill in problem solving to select, organize, and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes the ability to recognize subtle aspects of problems and identify relevant information. An example includes detecting discrepancies between information provided on application forms and information obtained during the investigation, and taking steps to verify the information.
5. Skill in oral communication to understand verbal information (including instructions, descriptions and ideas) and to express such information verbally so that others will understand. This includes ability to encourage effective communication by others. Examples include drawing out critical background information on job candidates from others through

in-person or telephone interviews, and discussing investigative findings with Office for Public Safety and Office of Human Resources staffs.

6. Skill in written communication to understand written information (including instructions, descriptions and ideas) and to express such information in writing so that others will understand. Examples include obtaining background information from written records and forms, and presenting findings in clear, logical and properly documented reports.
7. Interpersonal skills to interact with business contacts in a businesslike, customer service-oriented manner.
8. Skill in using a computer and (a) modern office suite software (such as MS Office) to communicate (email), plan, schedule, word process, manipulate data (spreadsheets and databases), and conduct research (Internet use); (b) enterprise software for requisitioning, time and attendance reporting, and other functions; and (c) special systems/software used in the Division such as VCIN and NCIC systems.

RESPONSIBILITY Is responsible for conducting pre-employment background investigations of candidates to determine suitability for employment in the Office and at the Airports Authority in general. Work ensures the candidates hired meet standards for integrity, suitability, and trustworthiness.

Reports to the Employment Standards Unit (ESU) Sergeant (Supervisor). Supervisor assigns cases, indicating priorities and deadlines and providing special background information (if any). Incumbent works independently to plan, organize and conduct investigations; schedules interviews and any necessary out-of-town travel and keeps the Supervisor informed of progress and unusual problems. Supervisor works with the incumbent to determine the course of action for unusual cases. Work is reviewed in terms of quantity, quality, timeliness, customer service, adherence to requirements, and other factors, including attainment of specified performance management goals and objectives.

Guidelines include, but are not limited to, Airports Authority's Code of Ethics for Employees; Department policies and requirements pertaining to background investigations; Federal and state rules concerning investigations (such as Virginia Code 19.2-389.2) and privacy (such as HIPPA); and rules and procedures for accessing and using the VCIN/NCIC systems. Incumbent uses judgment in applying guidelines to determine the need for additional background information and in making suitability recommendations in conformance with established standards.

EFFORT The work is primarily sedentary and typically requires light physical effort as in opening/closing file drawers, lifting and carrying files, etc. Incumbent may sit for extended periods while performing desk work or driving long distances to attend meetings or obtain information in other locations; moves about to obtain or distribute work materials, meet with people, etc. Regularly uses a computer, telephone, and other electronic equipment. Regularly reviews reports, forms, and other documents containing small print. In driving, operates vehicle using judgment in consideration of weather, traffic and other factors.

WORKING CONDITIONS Works primarily in an adequately lighted, ventilated and temperature controlled office and conference rooms. May be exposed to some adverse weather conditions when traveling to other locations to conduct interviews or inspect records.

OTHER SIGNIFICANT JOB ASPECTS The incumbent is subject to one-time and recurring training, certification and other requirements and standards mandated by the Commonwealth of Virginia and other proper authority.