County of Henrico Job Classification

Background Specialist

General Summary of Classification:

Conducts employment background investigations and applicant screening activities in support of hiring processes for the Police Division, Sheriff's Office, and other authorized public safety agencies. Reviews, verifies, and evaluates applicant information; conducts interviews and background inquiries; prepares detailed investigative reports and recommendations; and performs related work as assigned. Works independently while maintaining confidentiality, professionalism, and compliance with applicable laws, policies, and procedures.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

- Conducts employment background investigations for applicants seeking positions within public safety agencies.
- Assists with applicant screening activities and various phases of the hiring and selection process.
- Reviews preliminary background files to ensure required records checks, documentation, and supporting materials have been requested and received.
- Maintains background investigation files and associated records in accordance with established procedures.
- Conducts interviews with applicants, employers, references, neighbors, and other relevant contacts in person, by telephone, or through other authorized methods.
- Follows up on missing or incomplete information and obtains additional documentation as needed to complete investigations.
- Researches, collects, verifies, and evaluates information from a variety of sources.
- Prepares written narrative summaries and detailed reports of investigative findings for review through the chain of command.
- Maintains confidentiality of sensitive applicant, personnel, and criminal justice information.
- Represents the assigned agency professionally when interacting with applicants, employees, community members, and outside organizations.
- Utilizes computers, databases, records systems, and business software to research, document, maintain, and report investigative information.
- Performs other duties as assigned.

Knowledge, Skills, and Abilities (KSA) Typically Required:

- **Occupation-specific:** Working knowledge of background investigation methods, applicant screening practices, records verification procedures, and public safety hiring standards. Ability to research, collect, analyze, and document information from multiple sources and prepare comprehensive investigative reports.

- **Technical:** Proficient in the use of computers, databases, records management systems, and standard business software. Ability to maintain accurate records and retrieve information from multiple data sources.
- **Interpersonal, Communication and Customer Service:** Strong oral and written communication skills. Ability to conduct interviews, gather and present information clearly and concisely, establish effective working relationships, and interact with others using tact, courtesy, and professionalism.
- **Decision-making and Authority:** Exercises independent judgment in evaluating information, identifying discrepancies, and making recommendations within established guidelines and procedures.
- **Leadership:** Non-supervisory. Demonstrates personal accountability, teamwork, initiative, and the ability to work independently with minimal supervision.
- **Environment:** Primarily works in an office setting with occasional travel to conduct interviews or gather information. Regularly handles confidential and sensitive information.
- **Physical:** Visual and hearing acuity sufficient to review records, conduct interviews, communicate effectively, and operate standard office equipment. Ability to sit, stand, walk, and travel as required.

Minimum Education and Experience:

- **Education:** High school diploma or GED;
- **Experience:** Four (4) years of law enforcement, criminal justice, background investigations, personnel investigations, or closely related experience;
- **OR:** Any equivalent combination of experience and training which provides the necessary Knowledge, Skills, and Abilities.

Other Requirements (License, Certifications, Training, etc.):

- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of all required NIMS courses.

Job Code: G.C.U.0098
Date of Last Revision: 19-Nov-2026

This is a generalized class specification and not a job description. Actual duties, qualifications, and requirements vary by position. For more information, contact the Henrico County Department of Human Resources.