



*Background Screening and  
Human Resource Solutions*

## **First Contact HR - PA Position Description**

### **HR Investigator**

The HR Investigator is primarily responsible for applicant processing, including criminal, employment, education, credit, and driving records research. He/She may also be required to perform drug screens and any other duties, which the Service Center Manager deems necessary. Some specific responsibilities include, but are not limited to:

1. Promptly greet applicants and guests.
2. Facilitate applicant progress through the First Contact HR process.
3. Perform data entry.
4. Perform criminal records and credit checks.
5. Prepare reports for release to clients.
6. Assist with or perform drug-screening process as required.
7. Promptly answer all incoming calls and direct to the appropriate area.
8. Create and maintain client and/or applicant files as required.
9. Maintain service center waiting area and back room in neat and orderly manner.
10. Assist clients with customer service issues.
11. Sort and direct incoming mail and prepare outgoing mail.
12. Follow company policies and procedures at all times.
13. React promptly to any problems.
14. Perform any additional duty as required by the Service Center Manager.

### **General Qualifications**

1. Knowledge of basic business terminology and office procedures.
2. Detail oriented with a high energy level.
3. Above average people skills.
4. General knowledge of computers, word processing and spreadsheets
5. Experience with Windows 98 or higher.
6. Knowledge of proper phone etiquette.
7. High tolerance for working with the general public in a retail environment.
8. Enjoy working in a team environment.