



City of Allentown
Position Description

Class Title: Background Verification Analyst
Grade Number: Non-Exempt, Part-Time
Department: Human Resources
Union: Non-Bargaining

GENERAL PURPOSE:

The Background Verification Analyst supports the Human Resources Department by conducting and managing pre-employment background investigations for public safety and other City positions, in accordance with established policies, civil service rules, and applicable laws. This role focuses on the background verification phase of the recruitment process, including reviewing candidate histories, verifying credentials, and ensuring compliance with integrity standards, while maintaining strict confidentiality. Additionally, the analyst assists in proctoring public safety exams as part of the selection process.

Salary: \$70/hour, up to 1,300 hours annually (subject to Personnel Policy Manual limits of an average maximum of 25 hours per week)

Location: Primary work location is within the Police Department until such time as space is no longer available or a more appropriate work location is identified. Position will require periodic on-site presence at the Fire Department, Human Resources, and the Solicitor's Office.

Benefits: None, as outlined by the Personnel Policy Manual.

SUPERVISION RECEIVED

Reports to the Director of Human Resources or designee.

SUPERVISION EXERCISED

None

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Conducts and manages pre-employment background investigations for Police, Fire, EMS, and other City positions as directed by Human Resources.
- Coordinates background review components for promotional testing processes within

public safety, in accordance with civil service procedures.

- Prepares and compiles background reports with accurate documentation and adherence to confidentiality standards.
- Supports fact-finding for employment-related investigations at the direction of the Human Resources Director and/or Solicitor's Office. This role does not issue findings, disciplinary recommendations, or legal determinations.
- Collaborates with public safety leadership and the Civil Service Board to ensure compliance with hiring procedures and timelines as assigned by HR.
- Provides guidance on background screening procedures and best practices and may assist in staff training related to compliance with hiring protocols.
- Supports continuity of operations by documenting and maintaining background procedures and process improvements as assigned.
- Assists with TAC Officer training duties (CJIS Level 4, APD-specific) until newly designated personnel are fully trained, at the direction of HR and in coordination with APD.
- Responsible for updating system access and permissions when employees transfer between City departments. Proactively coordinate with IT to ensure accurate roles, permissions, and system security, in full compliance with Allentown's Data Governance requirements.
- Maintains strict confidentiality and adheres to all ethical, legal, and security standards in the handling of sensitive information.

MINIMUM QUALIFICATIONS

Education & Experience

- Five (5) years of experience conducting background investigations.
- Five (5) years of experience conducting high-level, sensitive, or criminally related interviews.
- Bachelor's degree in criminal justice, Police Administration, Human Resources, or a related field or equivalent experience

Certifications

Must hold CJIS certification.

Knowledge, Skills, and Abilities

- Demonstrated ability to manage confidential and sensitive information with discretion.
- Strong written documentation and case reporting skills.
- Proficiency with Microsoft Outlook, Word, and background investigation systems/software.
- Ability to work effectively with law enforcement, emergency services, and municipal personnel under time-sensitive conditions.
- Commitment to professionalism, impartiality, and compliance with equal employment opportunity standards.

SPECIAL REQUIREMENTS

Must successfully pass an extensive background check.

TOOLS AND EQUIPMENT USED

Frequent use of computer, ESOPH background software, and related investigative systems and tools.

PHYSICAL DEMANDS & WORK ENVIRONMENT

Duties are primarily performed in an office environment, requiring extended periods of sitting, computer use, and verbal communication. The employee may occasionally be required to lift up to 25 pounds. The noise level is typically quiet. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

SELECTION GUIDELINES

Formal application, review of education and experience, interviews, reference checks, and additional job-related testing as required. The duties listed are illustrative and not exhaustive. This job description does not constitute an employment contract and may be revised to meet operational needs.