

THE BACKGROUND INVESTIGATION

The background investigation is the next step after successfully passing the interviews and signing a conditional job offer

A full and complete background investigation is required by the Department of Safety Standards and Training (DPSST) prior to being employed as a Telecommunicator in Oregon.

This investigation is extensive and much more in- depth than a simple “background check” as required by many places of employment. It will take an average of 4-6 weeks to complete and will require continued communication between the applicant and investigator.



PERSONAL HISTORY STATEMENT

- The first step is completion of the Personal History Statement (PHS), which is done through a secure online system.
- Answer all questions fully and honestly. **Any indication of deception is grounds for automatic disqualification.** It can be tempting to not disclose certain things from your past – but the key here is to fully disclose. Intentionally neglecting to disclose something is a form of dishonesty. We can work with many things, but dishonesty is not one of them. It is a mandatory disqualifier.
- Attention to detail is extremely important. Read and follow directions thoroughly.
- Information provided must be specific, accurate, and thorough.
- An incomplete PHS will be returned for completion and corrections and may delay the completion of your background investigation and in some cases can result in disqualification.
- Contact information in the various sections of the PHS includes email address, phone numbers, and street address for all references, employers, co-workers, landlords, roommates, etc. If unable to obtain this information you will be expected to explain to your background investigator why this information is not obtainable.
- Minimum of seven (7) personal references are required. These references cannot be listed in other areas of the PHS. Example: you cannot use the same person as a co-worker and personal reference.
- You will be asked to list your present and past residence history. If this includes rental properties, please list landlords and their contact information. Also list any roommates that were not your immediate family, along with their contact information.
- You will be asked to list your current and former employers, supervisors, and co-workers, and the contact information will be required.

REQUIRED DOCUMENTS

You will be required to provide copies of the following documents:

- Birth Certificate

- Social Security Card
- Driver's License (front and back)
- Passport
- Proof of auto insurance
- Compliance for filing Federal (IRS) and State (Dept. of Revenue) taxes
- Transcripts for all colleges attended
- High school diploma/GED
- If you were in the military or if you are currently in the military, we will require you to provide your complete DD214 and your Official Military Personnel File (OMPF). It is suggested that you begin working to get this right away, as it can take time.

ADDITIONAL INFORMATION

It is strongly suggested that you begin compiling this information ahead of time. We have learned from experience that some applicants have misplaced some of the required documents and it takes time to get replacement copies, and that can delay the process. It is also suggested to begin compiling contact information for references, etc.

You will be expected to take steps to obtain any information that is not readily available to you. This means you may have to do some extra legwork to obtain information, and you may have to "think outside the box". If you are truly unable to get requested information despite exhausting all your resources, you will need to explain the steps you have taken to attempt to obtain it. Here are some suggestions if you run across any issues:

- If you have a phone number but not an email address for a contact – try calling to ask for the missing information – or vice versa.
- Use internet searches to obtain contact information or addresses.
- If you do not have contact information for a family member, see if there is anyone else in your family who has it. This strategy can also work for co-workers or neighbors, etc.

Remember, your level of responsiveness along with your ability to read and follow directions are also being evaluated, so it is important to be thorough and detailed. The number one rule is to *always be truthful!*

The background investigation is an extensive process – but well worth it to begin your career with WVCC