

Smart Screening Strategies with a Global Talent Pool

By Liz Brown

You can create a world-class talent pool when you make it easier and more appealing for job applicants to interact with your organization. One way many companies in the retail industry are creating this experience is by using innovative technologies to automate the outdated and time-consuming processes of manually completing required paperwork.

Automation—a requirement for tapping a global talent pool—can also reduce your expenses and paperwork associated with background checks, allowing you to further differentiate your brand in the marketplace by associating your hiring process with ease and simplicity.

Smart Strategy 1: Outline Pre-Screening Steps

State clearly what items and prerequisites will be needed to properly qualify at the very beginning of the employment application. This will streamline your process by having applicants review the information and then determine whether or not they meet the qualifications. This is part of the proactive pre-screening process that ensures applicants who submit their information will pre-qualify based on the specific information needed later in the process. This also allows applicants to self-select not to continue when they know they won't meet stated requirements. Below is an example of information that might be needed in the application process for a cashier:

Cashier Qualifiers: Applicant must

- Have a valid driver's license,
- Have a social security card,
- Be at least 18 years old, and
- Be able to work weekends.

Smart Strategy 2: Maximize Turnaround

Automation allows access to fast background screening results. These timely results are critical in helping organizations efficiently move through the hiring process. Where it previously took days to obtain the results of a county-level criminal background check, one can now receive quick results from a nationwide search. In short, databases and file transfer technologies have forever changed the screening landscape.

As a result, a greater number of retailers are integrating instant and automated employment screening products into their hiring process to help them gain a competitive edge when it comes to quickly hiring the best candidates.

- Instant searches can help you efficiently move forward in the hiring process by quickly confirming or validating basic information such as a social security number or address history.
- Automated searches quickly move the screening process along by providing electronic delivery of updates and results,

eliminating time delays often associated with manual follow-up on important screening components, such as employment or education verifications.

Smart Strategy 3: Be Globally Scalable

Due to many trends impacting large retail businesses in the broader marketplace, such as global expansion and corporate mergers, it is crucial for retailers to build scalability into their employment screening process.

First, a scalable screening solution can help ensure your process has the bandwidth to handle sudden spikes in search volume. Such spikes can occur during holiday periods, where there is an increased demand for staffing, or after an acquisition, where employees must be re-screened by the parent firm.

Second, as more firms expand abroad, a truly scalable process can accommodate international employment screening and maximize your efficiencies. By consolidating your domestic and international screening with one provider rather than managing multiple providers, you will likely increase your buying power and minimize accounting hassles.

Scalability also applies to other solutions. A scalable screening process can seamlessly evolve with your business by easily incorporating additional products, such as drug testing, without complicating your program by introducing new processes.

Smart Strategy 4: Get Compliance Help

Retailers must understand the impact that local, state, and federal laws have on your hiring and employment screening processes. The most prominent legislation that employers across all U.S.-based industries must abide by is the Fair Credit Reporting Act (FCRA). Making sure that your employment screening provider offers an FCRA-governed solution can help you easily meet this federal requirement. However, even though your employment screening provider may offer a compliant solution or propose to work with you to build one, you should always consult your legal counsel regarding local, state, and federal laws and related employment law matters.

Smart Strategy 5: Global Services

Choose a service provider who will collaborate on global requirements, enabling you to uncover answers in a timely and reliable fashion. A host of trusted sources should be tapped within the countries you specify to deliver pertinent information, customized for your organization or industry. Whether you need to screen applicants from India or China, you need to find a service provider who will help you mitigate risk, perform due diligence, and comply with in-country business requirements.

Smart Strategy 6: Reduce Your Overall Risk

An efficient, thorough employment screening process that includes leading-edge technology can help reduce your overall workplace risk. Identifying risk early, prior to hiring an employee, protects your broader organization from risk related to:

- Physical safety,
- Financial security,
- Organizational image or reputation, and
- Legal compliance.

Smart Strategy 7: Implement Packages

The following four-step process provides a high-level overview of general areas that should be addressed in your employment screening process.

Step 1—Determine Initial Candidate Communication. When your candidates submit their applications, resumes, or other required pre-employment forms via the web, it is important to determine the most efficient method of communicating with these people. This is your first chance to make an impression as a potential employer.

- If you currently use a Human Resource Information System (HRIS) or Applicant Tracking System (ATS), work with a provider that can integrate background screening products into your application. This eases the burden on your HR staff because they only work within one system.
- If you're not currently using an HRIS or ATS, contact your current or prospective provider to inquire if such a solution is available. Otherwise, be sure you are working with a provider who can provide electronic, web-based services.

Step 2—Choose Your Screening Components. The screening components below are recommended for use once the candidate information has been submitted. These solutions were compiled based on screening options leading retailers are utilizing to identify the most qualified applicant for retail positions.

Step 3—Streamline Your Process. To promote increased process transparency, a Monthly Compliance Exception Report should also be included in your employment screening process. This report will provide visibility into your hiring process by informing you which candidates have completed various parts of the screening process and which have not. The report also updates you as to which components are missing from a candidate's employment screening process.

Step 4—Conduct Quarterly Business Review Meetings. Your service provider should meet with you once a quarter to present data analysis and a recap of your background and drug-testing program. A service provider can also alert you to trends in screening and updated services now available to your industry.

Questions?

Let LexisNexis® Screening Solutions (formerly ChoicePoint®) help you implement a better screening strategy. Call now to learn more at 800-590-8535 or lexisnexis.com/screening. ■

LIZ BROWN is Vice President Client Satisfaction for LexisNexis® Screening Solutions (formerly ChoicePoint®).

Recommended Checks for Non-Key Holders	Recommended Checks for Key Holders	Recommended Checks for Executive Level
Non-Key Holders: Greeters, Janitors, Sales Associates, Freight Team, Backroom and Warehouse Team	Key Holders: Cashiers, Managers, Loss Prevention, Department/Assistant Managers, Deliver Fleet, Designer	Executive Level: Executive/Corporate Staff
For Pre-Employment, Promotion	For Pre-Employment, Promotion	For Pre-Employment, Promotion
Background Components	Background Components	Background Components
Social Security Number Verification	Social Security Number Verification	Social Security Number Verification
		Employment Verification (five years)
		Educational Verification (Highest Degree)
		Credit Check
National Criminal File Search	National Criminal File Search	National Criminal File Search
Felony including Misdemeanor: Current county - five years	Felony including Misdemeanor: Current county - seven years	Felony including Misdemeanor: Two county - seven years
Member-provided Theft Database Exchange	Member-provided Theft Database Exchange	Member-provided Theft Database Exchange
	MVR (For Fleet Drivers)	MVR (For Fleet Drivers)
Web-based Employment Eligibility Verification Services (1-9)	Web-based Employment Eligibility Verification Services (1-9)	Web-based Employment Eligibility Verification Services (1-9)
Drug Testing Components (For Pre-Employment, Promotion, Random, Post Accident, Reasonable Suspicion)	Drug Testing Components (For Pre-Employment, Promotion, Random, Post Accident, Reasonable Suspicion)	Drug Testing Components (For Pre-Employment, Promotion, Random, Post Accident, Reasonable Suspicion)
5 panel	5 panel	5 panel
Drug Testing Components (For Post Accident & Reasonable Suspicion)	Drug Testing Components (For Post Accident & Reasonable Suspicion)	Drug Testing Components (For Post Accident & Reasonable Suspicion)
Breath Alcohol Test	Breath Alcohol Test	Breath Alcohol Test