

OFFICE OF HUMAN RESOURCES

TELEPHONE REFERENCE CHECK

The form below is intended to be used as a guide and can be modified to meet your particular needs. Provide applicants advanced notice that you will be checking their references. Use the following guidelines when you are conducting all telephone reference checks, whether the applicant is an internal employee or an external applicant:

- Introduce yourself and state the purpose of your call.
- Confirm that it is a convenient time to talk.
- Briefly describe the position for which the applicant has applied.
- Confirm the relationship between the person giving the reference and the applicant.
- Verify required experience as stipulated in the advertised, required (basic) qualifications of the recruitment request.
- Be consistent! Ask the same questions about all final applicants.

Applicant's Name:

Previous / Current Employer:

Telephone Number:

Employer Address:

Began Work On:

Ended Work On:

Hours Worked Per Week:

Title:

Duties:

Reason for Leaving:

Eligible for Rehire:

Evaluative Comments (Strengths, weaknesses, number of employees supervised, amount of supervision required, attendance, etc.):

SAMPLE REFERENCE CHECK QUESTIONS

1. What is the nature and length of your relationship with the applicant?
2. What are the applicant's key contributions to the organization?
3. How would you describe the applicant's strengths?
4. In what areas could the applicant improve or develop their skills and abilities?
5. How would you describe the applicant's administrative skills? (i.e., punctuality, response to deadlines, organization skills, documentation management)
6. Have you worked with the applicant in a group setting? What role do they typically fall into? For example: Do they lead discussions, ask questions, volunteer for additional work, are they supportive of other ideas, are they a quiet/ a listener, etc.
7. Do you believe the applicant to be a "maintainer – someone who appreciates structure/rules/manuals" or more of a "builder – flexible/adaptable/creative" and why?
8. Please describe the applicant's willingness to receive direction and/or feedback.
9. How would you describe the applicant's organizational and personnel leadership skills?
10. Please describe how the applicant reacted in stressful situations, or instances of conflict.
11. Why did the applicant leave the position?
12. Would you re-hire or want to work with this applicant again? Explain why.

Name of person who provided information:

Title:

Date:

Name of person filling out this form:

Title:

Date:

Signature

Please route this form to the Office of Human Resources once complete.