**STAFF RECRUITMENT**

**Reference Check Form**

Applicant Name

Position Applied for

Person Contacted Title

Working Relationship to Applicant

Organization/University

Reference Checked by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_

**Instructions**

* Introduction example: *“WSU is considering \_\_\_ for a position with the \_\_\_ area/college. S/he provided you as a reference and has given us permission to verify information received during the recruitment process.”*
* Provide a brief overview of the position to which the candidate is being considered.
* Ask questions related to duties and responsibilities of the position. Refrain from [prohibited pre-employment inquires](http://public.wsu.edu/~forms/HTML/BPPM/60_Personnel/60.08_Preemployment_Inquiry_Guidelines.htm).
* Ask the same questions of all references (there may be some variation based on the relationship of the reference to the candidate or follow-up questions for clarification purposes).
* Pay attention to unusual hesitations, ambiguous or evasive responses, overly negative or overly enthusiastic responses. Ask follow-up questions if necessary for clarification.
* Take notes on relevant info. Carefully evaluate and assess the reference after the phone call.

**Sample General Questions**

1. What were the dates of [Applicant’s] employment with your organization?

1. What was [Applicant's] job title and primary responsibility when he/she started?
* And what was [Applicant’s] position when he/she left your firm?
1. How would you describe the quality of [Applicant’s] work?
2. How well did [Applicant] respond to pressure (e.g., from high volume, deadlines, multiple tasks, and public contact)?
3. How well did [Applicant] plan and organize his/her work, and were assignments completed in a timely fashion?
4. What was the amount of supervision required for [Applicant]?
5. How well did [Applicant] get along with other people (e.g., clients, co-workers, supervisors)?
6. How did [Applicant] respond to criticism/interpersonal conflict?
7. What are [Applicant’s] strongest skills as an employee?
8. What areas of [Applicant’s] performance needed improvement?

###### SPECIFIC SKILLS/EXPERIENCE

In addition to the above questions that address general performance areas common to most jobs, questions addressing specific duties of this particular position should be included. For example, such questions might cover one or more of the following areas:

* Technical knowledge or skills applicable to this type of work.
* Experience in the applicable professional field.
* Clerical skills/experience.
* Lead/supervisory experience.
* Budget/bookkeeping experience.
* Fiscal management experience.
* Computer applications experience (software, hardware, op systems, etc.)
* Program/project development experience.
* Writing skills/experience.
* Interpreting and applying rules and regulations.

**Sample Conclusion**

1. Would you like to add anything else that we have not already addressed?
2. Given the position we described, would you recommend [Applicant] for the position?
3. Would you consider rehiring [Applicant] to the same level for which s/he was at your organization? Why not and for what level would you rehire [Applicant]?
4. May we share the contents of this reference with applicant?