

SPSCC Reference Check Guidelines And Reference Check Form

A reference check is the interview of an applicant's colleague or former employer where behavioral-based, open-ended questions are asked to obtain pointed, specific feedback. Remember that all questions should relate directly to the position being filled, bearing in mind differences between previous positions and that of the position applied for at SPSCC.

By law we cannot ask about a candidate's salary.

Each reference for each candidate should be asked the same questions in a recruitment in order to maintain consistency.

You will be providing a written narrative summary of your reference checks once all contacts are completed, and preparation for the process is key. Listen to what the reference says and evaluate their comments in the context of what the candidate would be doing in their new role.

Prior to checking references:

1. Review the candidate's application to confirm authorization to contact:
 - a. Prior employers,
 - b. Current employers,
 - c. Listed references.
2. Be prepared with questions before contacting a reference; listen or read carefully for what is and isn't said in response to specific questions you ask. The process should feel like a conversation, not an inquisition. If the individual being interviewed provides a vague or ambiguous response, be flexible and explore the issue.

Always begin by telling the reference:

1. Your name,
2. That you are calling on behalf of South Puget Sound Community College,
3. The name of the applicant on whom you are conducting a reference check and the position applied for,
4. That the applicant authorized you to inquire about their previous employment and to contact references,
5. That the conversation will probably take about 20 minutes (and if the timing is inconvenient, schedule a time to call back), and
6. That the information will be kept confidential and will not be shared with the applicant.

Forward all notes to the Human Resource Office when complete.

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A minimum of two (2) references should be checked per candidate. It is the responsibility of the candidate to identify correct contact information if you have difficulty reaching a reference. You may contact an applicant's prior supervisor or peers. Ask behavioral based, open-ended questions that relate to the skills required for this position and be consistent with the questions used for each candidate in a recruitment.

Candidate Name: _____

Reference Name: _____

Reference Type: Professional Personal Other

Explain the reason for your call and describe the position the candidate has applied for.

For employment references, verify the following information.

Company Name: _____
<i>Employment Dates</i> From: _____ To: _____
Position(s) Held: _____
Reason for Leaving: _____

Remember, this is a conversation; adjust the way you ask the questions to fit the type of reference (professional, personal, other).

1. Please describe the type of work for which (candidate's name) was responsible.

2. How would you describe (candidate's name) relationships with coworkers, subordinates (if applicable), and supervisors?

3. How would you describe (candidate's name) day-to-day demeanor? Please elaborate.

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4. What were (candidate's name) strengths on the job?

5. What were some areas where (candidate's name) could improve?

6. What would (candidate's name) critics say about them?

7. Tell me about (candidate's name) related to:

- Ability to handle pressure:

- Verbal and written communication skills:

- Initiative:

- Planning and organization abilities:

- Creativity:

- Problem solving skills:

- Personal integrity or ethical concerns:

- Complaints for discrimination or harassment:

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8. What is your overall assessment of (candidate's name)?

9. Would you recommend (candidate's name) for this position? Why or why not?

10. Would this individual be eligible for rehire with your company? Why or why not?

11. Is there anything else you would like to add that I have not asked you?

Your name: _____

Date: _____