Reference Check Guidelines for Staff

These are the recommended reference questions for UMass Boston finalists. They are intended to be a guide and can be modified to meet the needs of the department and the position. Remember to give the finalist advanced notice that you will be checking his/her references. Use these guidelines when you are conducting all telephone reference checks (It is recommended that you check three references, at least one of which is a work reference), whether the finalist 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 basic duties such as job title, duties, general timeframe, salary

SAMPLE REFERENCE CHECK QUESTIONS

Candidate’s Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Reference from: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Reference Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Organization: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What was the nature and length of your relationship with the candidate?
2. What was the candidate’s job title?
3. What were the main job duties or responsibilities of the candidate’s position in your organization?
4. Did the candidate supervise others? If yes: How do you think they would describe his/her management style?
5. How do you think co-workers would describe the candidate?
6. What are the candidate’s strengths?
7. In what areas can the candidate continue to improve?
8. Does the candidate show leadership skills? Please give an example.
9. What were the accomplishments at their last job?
10. Was this person committed to the mission of the organization?
11. Were there any areas he/she could have exerted more effort?
12. Was he/she dependable with work product and attendance?
13. Is this person eligible for rehire?
14. Is there anything I haven’t asked about that someone considering this person for a job should be aware of?

Thank you!

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Hiring Manager or Designee performing reference check

HR 5/15/2014