

Human Resources

Reference Check/Employment Verification Information

Factors to consider BEFORE checking references:

- All questions should be job related. It is illegal to ask questions of the person providing the reference that cannot legally be asked of applicants.
- References should be asked the same set of questions. It is often beneficial to ask references to respond to specific questions via letters of reference.

Factors to consider WHILE checking references:

- Identify yourself immediately, explain your position with NAU, and tell the person why you are calling about the candidate.
- Ask whether he/she is free to respond to reference questions at this time.
- Assure the contact that any discussion you have will be held in confidence.
- Try to establish rapport with the person you are calling. Many times a freer exchange of information comes about when the individual you are calling identifies with your organization, and/or your position.
- Describe the position for which the candidate is being considered. A better evaluation can be determined if made in a relation to a specific job.
- Let the person talk freely in answering for as long as he/she wishes without interruption. An interruption could shut off further information.
- Follow up and probe when you feel the reference is reluctant to discuss certain factors. An explanation of why you are asking a specific question could elicit the information you want.
- Be alert for obvious pauses in answering when you ask questions: often these are a sign that further questioning may bring additional information you may not have otherwise received.
- If the position you are hiring for is a safety/security sensitive position, ask questions to determine whether the candidate has held similar levels of responsibility so that you can evaluate the potential risks involved in hiring the candidate in this sensitive position.
- Do not hang up until you are sure that you are clear about the opinion of the person contacted. Ambiguous answers are common. The person called may provide very little useful information. One technique that often works is to summarize the conversation by making either of the following statements: "I take it that you do not recommend the candidate for the position?" or "I take it that you highly recommend the candidate for the position?" Sometimes one or the other of these summary statements evokes the responses you need.
- Be sure to thank your contact for his/her help.

Human Resources

Reference Check/Employment Verification Questionnaire

Applicant Name: _____

Position Title: _____

Vacancy #: _____

- Please verify employment for the past **7** years.
- Please perform *at least 3* professional reference checks.
- If you need additional space, please attach a separate piece of paper.

Employment Verification: (Please verify employment for the past 7 years)

Employer #1

Date of 1st Attempt: _____ Date of 2nd Attempt: _____ Date of 3rd Attempt: _____

Organization Name: _____

Applicant's Position Title: _____

Dates of Employment: _____ to _____

Ending Salary: \$ _____ Is the individual eligible for rehire: Yes No

Employer #2

Date of 1st Attempt: _____ Date of 2nd Attempt: _____ Date of 3rd Attempt: _____

Organization Name: _____

Applicant's Position Title: _____

Dates of Employment: _____ to _____

Ending Salary: \$ _____ Is the individual eligible for rehire: Yes No

Employer #3

Date of 1st Attempt: _____ Date of 2nd Attempt: _____ Date of 3rd Attempt: _____

Organization Name: _____

Applicant's Position Title: _____

Dates of Employment: _____ to _____

Ending Salary: \$ _____ Is the individual eligible for rehire: Yes No

Human Resources

Reference Check: (Perform at least 3 professional reference checks)

Sample questions – choose any questions which will assist in your review, add or remove as applicable to the position or add your own. If you have any questions, please contact your HR Employment and Compensation Analyst.

Reference Contact #1

Name: _____ Phone #: _____

Title: _____

Company: _____

In what capacity, and how long have you been associated with _____ ?
Applicant's Name

Describe your experience supervising _____ .
Applicant's Name

Have you had an occasion to witness _____ ability to work on a team? Please describe.
Applicant's Name

What unique talents/skills has _____ brought to your organization?
Applicant's Name

Explain how _____ deals with multiple deadlines/projects.
Applicant's Name

Human Resources

Please describe how _____ handles stressful situations.
Applicant's Name

Have there been any performance issues with _____ during the time he/she reported to you?
Applicant's Name

Please describe _____ performance related to reliability.
Applicant's Name

Please describe how _____ handles constructive criticism and feedback?
Applicant's Name

Based on the way I have described the position, please tell me how you would assess _____ ability to perform in this position.
Applicant's Name

Please describe _____ performance as it relates to being results-oriented.
Applicant's Name

Please describe _____ communication skills, both written and oral.
Applicant's Name

Human Resources

What one thing about _____ experience, skills and work style would you change if you could?
Applicant's Name

What one thing about _____ experience, skills and work style would you *not* change?
Applicant's Name

Human Resources

Reference Contact #2

Name: _____ Phone #: _____

Title: _____

Company: _____

In what capacity, and how long have you been associated with _____ ?
Applicant's Name

Describe your experience supervising _____ .
Applicant's Name

Have you had an occasion to witness _____ ability to work on a team? Please describe.
Applicant's Name

What unique talents/skills has _____ brought to your organization?
Applicant's Name

Explain how _____ deals with multiple deadlines/projects.
Applicant's Name

Please describe how _____ handles stressful situations.
Applicant's Name

Human Resources

Have there been any performance issues with _____ during the time he/she reported to you?
Applicant's Name

Please describe _____ performance related to reliability.
Applicant's Name

Please describe how _____ handles constructive criticism and feedback?
Applicant's Name

Based on the way I have described the position, please tell me how you would assess _____ ability to perform in this position.
Applicant's Name

Please describe _____ performance as it relates to being results-oriented.
Applicant's Name

Please describe _____ communication skills, both written and oral.
Applicant's Name

What one thing about _____ experience, skills and work style would you change if you could?
Applicant's Name

Human Resources

What one thing about _____ experience, skills and work style would you *not* change?
Applicant's Name

Human Resources

Reference Contact #3

Name: _____ Phone #: _____

Title: _____

Company: _____

In what capacity, and how long have you been associated with _____ ?
Applicant's Name

Describe your experience supervising _____ .
Applicant's Name

Have you had an occasion to witness _____ ability to work on a team? Please describe.
Applicant's Name

What unique talents/skills has _____ brought to your organization?
Applicant's Name

Explain how _____ deals with multiple deadlines/projects.
Applicant's Name

Please describe how _____ handles stressful situations.
Applicant's Name

Human Resources

Have there been any performance issues with _____ during the time he/she reported to you?
Applicant's Name

Please describe _____ performance related to reliability.
Applicant's Name

Please describe how _____ handles constructive criticism and feedback?
Applicant's Name

Based on the way I have described the position, please tell me how you would assess _____ ability to perform in this position.
Applicant's Name

Please describe _____ performance as it relates to being results-oriented.
Applicant's Name

Please describe _____ communication skills, both written and oral.
Applicant's Name

What one thing about _____ experience, skills and work style would you change if you could?
Applicant's Name

Human Resources

What one thing about _____ experience, skills and work style would you *not* change?
Applicant's Name