

Applicant Reference Guide

Job Title: Administrative Support Associate I **Candidate Name:** _____

Reference Name: _____ **Reference Phone Number:** (____) _____

Reference Job Title: _____ **Interviewer:** _____

Date: ___/___/___ **Time:** _____

Opening the Phone Interview:

- Introduce yourself by providing your name and position.
- State the reason for the call.
- Verify with the reference if it is a good time to talk.
- Give the candidate's name.
- Assure confidentiality of information provided.

The Reference Check

1. In what capacity have you interacted with the candidate (co-worker, supervisor, etc.) and for how long? **[Determine if the reference can effectively evaluate the candidate's qualifications.]**

2. What can you tell me about this person in general?

3. Can you provide a specific situation when you observed the individual displaying the following skills?

- reliability / dependability?

- communication skills (written and oral)?

- planning / organizing?

4. This position requires high attention to small details; tell me about a project that required (candidate name) to demonstrate this skill. What did he/she do? What was the outcome?

5. Customer service is a major responsibility for this position. Can you describe a time when you witnessed (candidate name) providing quick and thorough service to a customer's request or problem?

6. Tell me about a time when (candidate name) went beyond his/her job requirements to achieve an objective? What did he/she do? What happened?

7. Would you hire or rehire this individual? Yes / No

8. Is there any additional information you can or would like to share about the candidate?

Closing the Phone Interview

- Thank the reference for their time.
- Reassure confidentiality.