

## Reference Check Questions (used for **clerical** position)

- Describe applicant's level of productivity (including volume), ability to meet deadlines, and the quality of her work (error rate)
- Can you give some examples of his/her ability to recall and relay information clearly and concisely?

ALSO -- Does s/he easily understand new information and have good recall for consistently following and communicating directions, policies, and procedures?

- How has s/he demonstrated flexibility to handle constant interruptions, working in a busy office, as well as flexibility with changing priorities, procedures, etc?

OR -- This position requires a rather unique blend of both people/problem-solving skills as well as preparing a high-volume of detail-oriented work under the pressure of interruptions and deadlines. Can you speak to their flexibility and abilities in these areas?

- Please describe the types of interactions (both the nature and quality) this person has had with faculty, students, and staff.

A) Has s/he consistently and effectively developed and maintained positive working relationships with his/her supervisors, peers, faculty, and students?

B) Is s/he diplomatic in handling various interactions?

C) What feedback or first-hand observations have you had regarding his/ her interactions with individuals who may be difficult to work with?

D) Can you describe any conflicts s/he may have had with others and how they were resolved?

E) What contributions does s/he make towards the effective functioning of your unit as a team?

- What style of supervision have you found to be the most effective and how well does s/he receive feedback?
- Would you summarize what you see as this individual's strengths and weaknesses?
- Would you rehire this individual?