

**SAMPLE**  
**Telephone Reference Check Form**  
For Support, Professional and Administrative Positions

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\_\_\_\_\_  
Candidate's Name

\_\_\_\_\_  
Position Vacancy

\_\_\_\_\_  
Reference Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone Number

\_\_\_\_\_  
Organization

\_\_\_\_\_  
Date

Mr./Ms./Dr. \_\_\_\_\_ has applied for the position of Administrative Assistant in PVAMU's Army ROTC Department. You've been suggested as someone who might help us assess his/her experience and skills as they relate to this position. Position duties include **(brief description of duties)**

In what capacity do you know the candidate?

How long have you known the candidate?

How would you characterize this person's strengths?

How would you characterize this person's weaknesses?

Describe the candidate's responsibilities.

Would you describe those responsibilities as structured or unstructured?

To what degree was the candidate required to exercise independent judgment and/or make difficult decisions?

Describe the candidate's work ethic.

How many individuals did the candidate directly supervise?

How many individuals did the candidate indirectly supervise?

What kind of general impression did the candidate make on supervisors, peers and subordinates?

What kind of environment did the candidate work in? (high-pressure, low-key, self-paced, cyclical workload, steady workload)

How did the candidate deal with pressure?

Is the candidate eligible for rehire at your organization?

Why did the candidate leave your organization?

**Thank you for your time and comments.**

Referenced checked by: \_\_\_\_\_ Date: \_\_\_\_\_

**SAMPLE**  
**TELEPHONE REFERENCE CHEKLIST FOR**  
**FACULTY AND ADMINISTRATORS**

Date \_\_\_\_\_ Applicant No. \_\_\_\_\_ Position No. \_\_\_\_\_

Position Title \_\_\_\_\_ Name of

Candidate \_\_\_\_\_ Name and Title of

Reference \_\_\_\_\_

Phone # \_\_\_\_\_

Name of Person Conducting Reference Check \_\_\_\_\_

(Handle phone reference checks in a conversational tone, expressing appreciation for assistance.)

This is \_\_\_\_\_, of Prairie View A & M University, Prairie View, TX

(Candidate's Name) \_\_\_\_\_ has applied for a position with us, and has given permission for me to discuss his/her present position with you.

Have you seen the position description? (If not, may I share some information about the position with you before we begin?)

He/she has stated the dates of employment as \_\_\_\_\_ to \_\_\_\_\_. Is that correct?

What is/was his/her job presently/ or when she/he left?

How did she/he handle the position? (Organization of workload.)

What are his/her strong points?

Weak points?

Were there recurring problems that affected his/her responsibilities?

What was the reason for leaving?

Would you rehire? \_\_\_\_\_

If not, why?

Are there other comments you would like to add?

Examples of reference check questions used in recent administrative searches:

How long and in what capacities have you known the candidate?

### **Issues of Administration and Leadership:**

We'd like you to address first the candidate's administrative and managerial capabilities. For example, we'd like to know whether they have managed a significant budget and dealt with difficult personnel decisions, and how well they have handled these responsibilities. Is this a person who is viewed as competent at these basic managerial roles?

How would you describe the candidate's communication and interpersonal skills in different settings and with different types of people or groups?

Can you provide several examples to illustrate the candidate's leadership style and abilities?

How well is the candidate able to manage in a climate of uncertainty? Is she or he able to cope effectively with unanticipated circumstances and change?

Can you describe the candidate's involvement in dealing with external constituencies and in developing partnerships and collaborations with relevant groups or individuals outside the institution?

### **Understanding and Commitment to Leadership in a Research University Setting:**

PVAMU has set a goal of enhancing its status among national research universities. How do you see the candidate contributing to and providing college and university leadership for achieving this goal?

### **Breadth of Perspective:**

To what extent has the candidate been involved in or provided leadership for major university-level initiatives, governance, or other substantive university-wide committees or efforts?

### **Diversity Experience/Commitment:**

Describe the candidate's efforts and successes in recruiting, retaining, and advancing women and minorities in programs or organizations in which he or she has been involved, or in advancing diversity issues in other ways.

### **Behavior/Ethics:**

Are there any concerns that you have about the candidate's ethical or professional behavior that would have an impact on their effectiveness in this position?

**Summary Questions:**

In the final analysis, what do you see as the candidate's greatest assets as they relate to a position as a \_\_\_\_\_?

What challenges or difficulties do you think this candidate might have in this position?

Is there anyone else who might have an important perspective about this candidate whom you think we should speak to?

Is there anything else you can tell us that would help in our evaluation of the candidate's background and potential as a \_\_\_\_\_ at PVAMU?