**Conducting Effective Reference Checks**

Gathering references is an important part of the recruitment process. It’s important to not only validate the information that was provided by the candidate but also learn about the successes or shortcomings of prior employment experiences. When conducting-employment reference checks, always try to contact and speak with the immediate supervisor (the supervisor to whom the candidate has a direct reporting relationship) of the candidate. Never contact a current employer unless the candidate specifically gives you the authority to do so.

Here are some important steps to follow to enhance your ability to get quality and useful information:

- Identify yourself and USF as the organization that you represent.
- Inform the reference of the reason for your call.
- Describe the position for which you are recruiting
- Ask questions that will solicit information about the candidate’s ability to perform in the position (see Effective Reference Check Questions in the Exhibits/Forms section).
- If the reference is unwilling to comment on the candidate’s performance, request additional references from the candidate who will attest to the candidate’s work-related performance
- Ask whether or not the candidate would be eligible for rehire, and follow that question up by asking if there was an appropriate position at the organization, would the individual in question be considered for the position.