



Classified Hiring Handbook

Fitchburg State University Classified Hiring Handbook

Introduction

The search and hiring process can be a very labor intensive and time-consuming task for the search committee and administrative offices, but it is also one of the most rewarding. Staff members who serve on the search committee will collaborate, share their experiences and expertise, to select a candidate who will ultimately meet the needs of the department, the university, and most importantly – students. Your willingness to work together and participate in this process is essential to the success of the search. This handbook serves as a guide to ensure consistency throughout the hiring process across departments.

As a university, we strive to recruit the most qualified candidates. Keep in mind that the search process has broader implications as well. An applicant's impression of Fitchburg State is based solely on the courtesy, timeliness, and professionalism of our communication as agents for the university. Furthermore, the ways in which searches are conducted reflect our individual, departmental, and institutional values.

The search and hiring process is taken very seriously and we demonstrate a strong commitment to affirmative action and equal opportunity throughout the process. The search committee is charged with identifying a diverse pool of qualified candidates who will bring the skills, life experiences, and perspectives that can add to the quality and richness of our academic community.

Fitchburg State University Mission

Fitchburg State University is committed to excellence in teaching and learning and blends liberal arts and sciences and professional programs within a small university environment. Our comprehensive public university prepares students to lead, serve, and succeed by fostering lifelong learning and civic and global responsibility. A Fitchburg State education extends beyond our classrooms to include residential, professional, and co-curricular opportunities. As a community resource, we provide leadership and support for the economic, environmental, social, and cultural needs of North Central Massachusetts and the Commonwealth.

Affirmative Action Policy Statement

Fitchburg State University is committed to a policy of affirmative action, equal opportunity, non-discrimination and diversity. The university does not discriminate on the basis of race, color, religion, creed, age, gender, sexual orientation, gender identity, genetic information, disability, veteran status, marital status, or national origin in its educational programs, activities, admissions, or employment policies. Additionally, the university is committed to providing a working and learning environment for our students, employees and other members of the university community, which values the diverse backgrounds of all people.

Affirmative Action Commitment in the Search Process

It is the responsibility of the university's affirmative action officer or designee to review the search committee members to confirm that the members represent a diverse panel. Search committees should reflect the diversity of the university and ensure that unbiased and nondiscriminatory interviews take place. In addition, the affirmative action officer or designee may serve on any search committee in which an underutilization of protected class members exists. Committee selection may be subject to change if it is not representative of the diversity within the department.

FULL & PART TIME BENEFITED POSITION VACANCIES:

The president and vice presidents will review vacated positions as they become available. Once the review has been completed, the decision to advertise and fill the role occurs. Human Resources will notify the department manager once approved for posting.

All AFSCME job descriptions need to be written on the attached job summary template (*See Appendix A; job summary template*).

Department managers are responsible for completing a for all searches (*See Appendix B for checklist*):

- Completed job description
- Search committees are not required for classified positions. However, if there is a search committee there should be two (2) to three (3) members and notify HR in order to provide search training and access to the applicant tracking software (Interview Exchange).
- Managers who are hiring classified employees must give careful attention to the guidelines found in the AFSCME contract, Article 19 - Promotions and Filling Vacancies.
- Advertisement - All postings will have a specified closing date. Positions are automatically advertised on the Fitchburg State University jobsite, as well as NEHERC, Higheredjobs.com, North Central Chamber of Commerce, MassCareers and North Central Mass Career Center. All advertisements include the university's Equal Opportunity/Affirmative Action Employer statement.

JOB SITE ACCESS (Interview Exchange)

Search committee members must request an account by notifying Kelli Lundgren at klundgren@fitchburgstate.edu. A default login and temporary password from Interview Exchange will be sent to their fitchburgstate.edu email address for each committee member to finalize their accounts. If a committee member has an existing account, Human Resources will add the member to the specific search folder once the search training is complete.. Once an account has been established, it will be used for future searches.

CONFIDENTIALITY

Confidentiality is of the utmost importance. The candidate's information, including the status of their application, must remain confidential throughout the process and thereafter. Search committee members may not contact the candidate individually or discuss the qualifications of a candidate outside of the search committee. Candidates have a right to expect privacy during the initial stages of the interview process. Confidentiality must be maintained until the candidate is invited to campus and accepts the invitation.

CONFLICT OF INTEREST

No member of the bargaining unit shall serve on a search committee or otherwise participate in any way in the hiring of a member of the bargaining unit if to do so would constitute a conflict of interest or the appearance of a conflict of interest. No unit member, for example, shall serve on a search committee if their spouse or domestic partner is a candidate for the position.

SEARCH COMMITTEE CHAIR

The search committee chair is responsible for the overall recruitment process for the position. The chair will serve as the primary liaison with Human Resources and committee members. They are responsible for providing direction to the committee in preparation of the search process. The chair also coordinates the Google Meet interviews, on campus interviews, drafts interview questions, schedules rooms for interviews, gathers appropriate material for the hiring process, conducts reference checks, gathers outstanding candidate information, etc. or designates a committee member to assist.

Applicants are able to track their status using the online employment system. It is important that the statuses are updated as decisions are made about each applicant (this includes applicants that withdraw, do not meet minimum qualifications, selected for interview, etc.). The search committee chair is responsible for updating the applicant statuses throughout the hiring process in the job site. This must be completed for all candidates that are selected for Google Meet/Zoom and campus interviews. Additionally, at the conclusion of the search the chair will work with HR to close the search. We encourage the chair to notify by phone the finalists that were selected for on campus interviews but were not the candidate selected for said position once the search has concluded (*See Appendix C for Search Committee Chair Checklist*).

Search Committee Members: All members of the search committee are charged with the responsibility of assisting in the review of candidates, vetting those applicants and participating in the interview process. The role of the committee is to select 6 - 8 candidates for first round interviews and three finalists for on campus interviews. All applications will be reviewed to determine which candidates fully meet the minimal qualifications for the position. Additionally, the committee will meet to address qualifications beyond the minimum that the candidates should possess to be successful in the role.

SEARCH MATERIAL & DOCUMENTATION

All materials relating to the search should be maintained electronically. The Office of Human Resources has created electronic forms that may be used and/or altered by the committee to assist with maintaining the search process. Materials should be organized in a manner that allows for easy access to the details of the search, and the final outcome. This will assist in preserving the search process in case there are any legal challenges. Search information is maintained for three years after the search has been completed. The search documents should be sent electronically to Kelli Lundgren at klundgren@fitchburgstate.edu (*See Appendix D for Search Committee Meeting Notes template*).

**The search committee must ensure that a consistent rationale is provided for each decision, reflecting the candidate's ability or inability to meet the standard qualifications of the position. Please be certain that when documenting the decisions for non-selection, the reasoning is consistent.

APPLICATION & SCREENING PROCESS

Applicants must apply online at jobs.fitchburgstate.edu to be eligible for employment. If the committee directly receives a resume, the applicant should be directed to apply at the jobsite. Search committee members will utilize the job site to review candidates.

The committee will meet to address qualifications beyond the minimum that the candidates should possess to be successful in the role. Screening applicants is significant work, so a rating sheet helps in screening applicant material (*see Appendix E*). Information known about a candidate on a personal level, outside of the application materials submitted by the candidate, may not be used in the evaluation of the candidate. Search committee members are cautioned to limit their evaluation of the candidate to the material submitted, and ultimately, the information gained in the interview, viewed against the required/preferred qualifications. Some helpful hints for a better applicant screening experience are below.

- Review the job announcement for the position you are attempting to fill.
- Note minimum requirements needed and refer to them often as you review candidate materials.
- Review material to see if it is personalized to Fitchburg State.
- Review for typos and incorrect grammar.
- Ignore the applicant's name, address, and personal information to limit subconscious biases.
- Check work experience for applicability to the available position, length of time in each position, promotions or awards received, and the reason for leaving each position.

- Note gaps in employment but do not assume they were caused by negative reasons.
- Check educational background for qualifications necessary for successful job performance.
- Note special skills.
- Note any pertinent questions that arise when reviewing candidate materials on a separate piece of paper. Discuss these questions with the search committee. This may help with forming interview questions.
- Divide the candidates into three folders – YES for those that closely match job requirements and for which a first round interview is appropriate, MAYBE for those who meet some requirements and may be considered secondarily, and NO for those who do not meet the requirements at all.
- If necessary, screen the top group again to narrow down the candidates even further. On average, about 6 – 8 candidates per open position should be sufficient for first round interviews.

Human Resources can assist in the decision-making process, identifying critical stages in the recruitment process where the university can demonstrate its commitment to affirmative action/diversity, and answer any questions that you may have pertaining to the search. As a reminder, questions relating to immigration and naturalization should be directed to Human Resources.

PRELIMINARY 1ST GOOGLE MEET INTERVIEW

First round of interviews should be conducted with 6 – 8 candidates, all of whom should be deemed serious candidates. Prior to setting up the Google Meet interview, Human Resources will review the diversity of the pool. Move candidates to Google Meet interview folder in Interview Exchange and notify HR that the committee is ready to set-up Google Meet interviews, which will trigger a review of the applicant pool. Also make sure the hiring supervisor is aware of the candidates selected.

These interviews need to be structured with a list of interview questions to be asked of all the candidates. Follow up questions are acceptable. One of the key steps to a successful search is maintaining consistency throughout the process. Additionally, it is recommended that all search committees use a rating system when evaluating candidate's responses to the questions. The Equal Employment Opportunity Commission (EEOC) has strict guidelines for what questions are considered discriminatory (*Review Appendix F Conducting the Interview*).

Note: During Google Meet screening briefly describe the position, salary range, and ask if the candidate remains interested in still being considered for the position.

SELECTION OF FINALISTS

After the first round of interviews, the search committee chairperson will forward the three finalist's names to the Office of Human Resources and the department manager. Once the department manager and HR reviews the three finalists, interviews may be scheduled. No more than three finalists may be invited to campus. A search that produces less than three candidates will be reviewed by the department manager and Human Resources, to determine if the search should be continued, canceled, or if a new search is required.

Campus Interviews

The search committee chairperson is responsible for scheduling the interview appointments with the search committee, department manager, department members, if applicable, and human resources (for a number of positions there is an assessment component, which lasts 45 minutes) and 15 minutes to review benefits. The candidate's application materials may be shared with interviewers participating in the interview process prior to the candidates. Redact any personal information (address, phone numbers, etc.) *See Appendix G.*

Reference Checks

When you invite candidates to campus, request a list of references from the candidate. This list should include the names of former supervisors, and co-workers, not friends. Let the candidate know that after the on-campus interview you will be contacting references on all finalists. The search committee chair, or designee, is responsible for contacting references by telephone and documenting the discussion. Of the three, one of them needs to be an immediate supervisor or person that has some professional oversight of the candidate (See *Appendix H*).

Reference checking is essential to verify a candidate's background. Combined with proper interviewing techniques, reference checking should give added assurance that the intuitive sense that you have about a candidate's abilities to successfully perform in the position is well founded. Checking a candidate's reference should involve a factual investigation of education and employment.

References, based on a former employer's past perceptions of the candidate's performance, can be used to predict how this candidate may perform. With that said, finding people who are actually willing to take time to thoughtfully answer questions based on their own experiences with the candidate is not always easy. Many employers advise managers to limit their comments that are subjective in nature. Try anyway! Sometimes what is not said is enough said!

FINALIST RECOMMENDATION PROCESS

Once the reference checks are complete, the search committee should identify the strengths and limitations of each candidate in writing and send them to the hiring manager. The hiring manager will make a recommendation for hire. The recommendation should be forwarded to the department manager and human resources. The Vice President of Human Resources & Payroll Services will review the recommendation. If none of the names submitted are acceptable or if all recommended finalists decline the job offer, the department manager and Human Resources will consult regarding next steps.

Offer of Employment

The department manager will make an offer of employment to the top finalist, with HR's final approval to do so, and determine a start date (ideally, the start date is on a Monday and at least 10 – 12 business days from the offer date). The offer of employment is contingent on the successful completion of the background screening and CORI/SORI.

Background Screening

Once the offer of employment has been provided; the Office of Human Resources will initiate the hiring paperwork, a background screening and CORI/SORI (Criminal Offender Record Information/ Sex Offender Registry Information) on the finalist. These screenings are another method to secure additional information related to the candidate. The department manager will notify the candidate that they will receive a generated email from the vendor, HireImage at the time of the offer. This email will be sent to their personal email account for completion. It is imperative that the candidate complete this request in a timely manner. The Office of Human Resources will notify the department manager once the screening is completed.

Hiring Procedures and Paperwork

To complete the search, the search committee chair must notify Kelli Lundgren (klundgren@fitchburgstate.edu) to close out the search. If a [new hire information form](#) has not been completed, please complete at this time.

Submission of Search Materials

The search committee must submit all applicable documents used in the interview process to the Office of Human Resources in electronic format to klundgren@fitchburgstate.edu. This information is stored for three

years electronically in the case there are any legal actions. Human Resources will work with the search committee chairperson to close out the search and send final notification to the unsuccessful candidates.

Onboarding

It is important to maintain ongoing communication with the newest colleague in your department. New staff members should feel welcomed and have resources within the university prior to their arrival. The department manager should prepare to assist the new employee during their transition:

- Identify a member(s) of the department to be a key contact for the new employee during their transition.
- Work with the department assistant and new staff member to arrange their office, order supplies and any other miscellaneous items they might need prior to their arrival.
- Work with Capital Planning and Maintenance for assistance with office location, furniture, etc.
- Verify technology needs of the new hire and work with IT.

New Employee Orientation

The Office of Human Resources will contact the new staff member in advance of their start date. An individual orientation will be scheduled, which will include topics such as payroll, policies, and benefits. In addition, new employees will be taken to the OneCard Office to get their campus ID, and then to Information Technology to meet with a staff member who will review email, Blackboard, FSU ALERT, etc.

In the event that any additional needs or questions arise, contact the Office of Human Resources for assistance.

APPENDICES

- A. Job Summary Template*
- B. Department Manager Checklist*
- C. Search Committee Chair Checklist*
- D. Search Committee Meeting Notes*
- E. Sample Rating Chart*
- F. Conducting the Interview*
- G. Sample Campus Interview Schedule*
- H. Reference Check Form*

APPENDIX A
Job Summary Template



Incumbent:	Position Title:	Department:
Supervisor:	Salary Grade:	Union: AFSCME
Position #:	CUPA Code:	IPEDs Code:
FLSA:	Contract: Full-time/12 month	Date:

General Statement of Duties and Responsibilities:

Detailed Statement of Duties and Responsibilities:

Qualifications Required at Hire (List of knowledge, skills, and abilities):

Qualifications Acquired on Job (List of knowledge, skills, and abilities):

Minimum Entrance Requirements:

License and/or Certification Requirements:

Signature Incumbent:	Date:
Signature of Supervisor:	Date:

APPENDIX B

Department Manager Checklist

- Complete the [position vacancy form](#) and attach the job description using the template (Appendix A).
- Email Kimberly Page and Kelli Lundgren with the list of desired search committee members prior to asking for participation. Once the list is reviewed the hiring manager will be notified.
- Email search committee members (if approved) and identify search chair. All committee members are required to participate in the Search & Hiring Process Training, complete in the online Implicit Bias and Microaggressions Awareness training before obtaining access to the applicants.
- Search committee members are directed to create a user account for the online job site so they may review candidates (if they do not already have one).
- Visit the university jobsite to review applicants.

- Once the finalist has accepted the position, create a smooth onboarding process.
- Identify a member(s) of the department to be a key contact for the new employee during their transition.
- Work with the department assistant and new staff member to arrange their office, order supplies and any other miscellaneous items they might need prior to their arrival.
- Work with the Office of Capital Planning and Maintenance for assistance with office location, furniture, etc.
- Verify technology needs of the new hire.

Appendix C Search Committee Chair Checklist

- Establish a committee meeting to begin the recruitment process. The first meeting should be used to request dates and times from committee members to establish meeting times and dates, rooms to meet, and establish a timeline for review of candidates, 1st round interviews, and on campus interviews, etc.
 - Verify that all committee members are trained on search and hiring process prior to review of candidate materials. HR could provide search training at your first committee meeting if it is helpful.
 - If committee members do not have an Interview Exchange account, have them contact Kelli Lundgren for access.
 - Review the minimum qualifications and as a committee, establish criteria beyond the minimum requirement to assist with bringing forward your ideal candidates; this must be done prior to reviewing candidate materials, as this will allow for all members of the committee to evaluate candidates similarly.
 - Establish a timeline for review of applications.
- Prior to establishing preliminary interviews with 6-8 candidates, notify Kelli Lundgren (klundgren@fitchburgstate.edu) that the candidates selected for the Phone/Google/Zoom interviews are in the “yes” folder. Once you hear back from the HR & department manager, you may schedule the Phone/Google interviews.
- Establish questions for Phone/Google interviews.
- Coordinate the Phone/Google interview with candidates. Provide date, time of the interview, and secure appropriate information for Google and telephone in the case of technology challenges.
- Schedule appropriate room and technology for Phone/Google interviews for the committee. All members must participate in the interviews.
- Identify three finalists for on-campus interviews, in collaboration with the committee.
- Provide the three finalists’ résumés to the department manager and HR for review, prior to scheduling them for on-campus interviews.
- Once finalists are reviewed and approved, scheduling on-campus interviews may occur:
 - Verify availability of the department head, HR, staff participating in the interview, & the committee.
 - Contact the candidate to schedule the interview and ask for a list of references. Confirm and provide an agenda with whom they will be meeting prior to their interview via email. References will be checked for all finalists after the campus visit.
 - Schedule rooms and technology needs if any for on-campus interviews (make certain rooms accessible for all candidates).
 - Schedule to meet with the committee to determine appropriate questions.
 - Schedule a departmental meeting with the members of the committee to meet with the candidate(s) if applicable.
 - Search committee chair will coordinate the arrival and departure of candidates to the university or assign a designee. Make certain that all escorts introduce the candidate to the groups they are interviewing.
 - Verify that all pertinent candidate information materials are collected.

- Once on campus interviews conclude:
 - Conduct reference checks.
 - Update applicants' status in the Fitchburg State jobsite.
 - Convene committee to determine the strengths and limitations of finalists.
 - Submit strengths and limitations of the finalists in writing in no ranking order and references to the department hiring manager.
 - Submit the following to HR
 - Search summary
 - Rubric (rating sheet)
 - 3 references for each finalist
 - Search committee letter
 - Search questions (Phone/Google & on-campus)
 - Any evaluation tool used to collect feedback

Appendix D
Search Committee Meeting Notes

Meeting Date	Clerk	Members Present	Notes	Action Items

**Appendix E
Sample Rating Chart**

Name of Candidate	CV Received	Letter Received	Experience	Specific Qualifications	Total

Notes on Rubric:

Minimum Qualifications: Candidates must meet all minimum qualifications to be considered for position.

(Establish additional preferred qualifications to assist in the interview process. The minimum qualifications will not provide enough in-depth experience about the candidates.)

Preferred Qualifications: Provide each candidate a number between 0-5, five being the most qualified.

- 0 = not reflected in CV or letter, 1= mentioned but no additional information; 3= has significant experience

Appendix H Conducting the Interview

Interviews are scheduled and conducted by the search committee or, in the case of a classified position for which no search committee is required, the appropriate supervisor/administrator.

Interviewers and search committees have critical responsibilities.

1. To review and recommend candidates based on job-related qualifications.
2. To comply with legal requirements in the hiring process; and
3. To follow the university's affirmative action policy and processes.

The following are some basic guidelines with regard to fulfilling the above responsibilities. Although not every question is answered about which screening/interviewing techniques are lawful, the guide is to serve as a resource tool. Interviewers and search committee chairpersons should consult with human resources for specific guidance when needed.

At the beginning and during interview:

1. Establish rapport. The interview setting should be conducive to good communication. A warm greeting and “small talk” serve to relax both the interviewers and candidates and establish mutual confidence. However, be careful not to ask any questions that may later be viewed by the interviewee as discriminatory (marital status, family, etc.)
2. Gather predictive information. The keys to controlling the interview are careful, active listening combined with good use of questions. Through a variety of questions and comments, the interviewer may encourage things that may be important. **Listen to what is said and what is not said** in response to your questions – do not assume an answer. Ask finalists to support their statements by giving examples.
3. When the search committee interviews, it is advisable to meet immediately following each interview for a feedback session. Also suggested is the use of a rating/comment form for committee members to note candidate responses to questions during an interview. Do not rely on memory. Remember, however, that note taking during an interview may make the interviewee uncomfortable.
4. The use of words and phrases such as “why,” “how,” and “describe,” or “tell me about” will yield more complete answers than leading questions or those that require only a “yes” or “no” answer.
5. The purpose of the interview is to obtain a clear and balanced picture of the finalist's qualifications for the job without indicating the responses you hope to hear. Avoid leading questions such as “do you agree” or “you must have liked...” as they may influence the interviewee's response. Remain objective.
6. Be watchful of your own non-verbal communication as well as that of the candidate. Be cognizant, however, of cultural diversity and remain objective. Keep focused on what you are hearing – do not appear preoccupied.
7. Maintain control of the interview. Time should be a consideration but never rush an interview.
8. Describe the position, the duties, level of authority/supervision and support systems available, and describe the university as well. Inform the interviewee at the beginning of the interview that an opportunity will be provided during the latter part of the interview for the interviewee to

ask questions. Respond to the questions raised. An interview is a two-way process. Provide sufficient facts, both favorable and unfavorable about the position and the institution in a straightforward manner so the candidate can make an intelligent decision on the acceptability of the position.

9. Thanking the interviewee for his/her time and outlining what will happen next is an honest and comfortable way to end the interview. Give the finalist an appropriate date by which you expect to take any follow up action or make any decisions.
10. References should be contacted. Listen carefully to what is said and how the reference responds to your inquiries. Listen for hesitations, silences.

Interviewing Do's and Don'ts

General

Federal and/or state laws prohibit discrimination on the basis of race, color, religion, creed, age, gender, sexual orientation, gender identity, genetic information, disability, veteran status, marital status, or national origin.

A cardinal rule when interviewing is to avoid asking questions of candidates if the answers could not properly be considered in making the hiring decision. Even if the candidate brings up or makes a comment related to an area that is unlawful, do not pursue it. Stay with questions that have to do with the candidate's education, training, work history and job-related skills.

Discriminatory behavior is improper, even when it is not intended. The use of certain questions would not necessarily show that you mean to discriminate but such questions can be used, and have been used in a discriminatory way. Therefore, the following subjects should be avoided because they may show gender-based discrimination.

- Marital status or non-marital arrangements;
- Spouse's employment;
- How spouse feels about candidate's working or traveling;
- Child care arrangements

You may cite the hours required of the job and ask whether the candidate will have difficulty meeting them (ask of both sexes, however). You may also ask about the candidate's availability for weekend or evening work **if** the job requires. If the candidate indicates a need for religious observance, this fact cannot be used in the hiring decision unless "reasonable accommodation" for the religious observance would be an "undue hardship" for the university. Specific guidance is available through the Office of Human Resources and Affirmative Action.

Disabilities

The Americans with Disabilities Act (ADA) prohibits **all** questions about a candidate's disability at the pre-offer stage of interview. It is **unacceptable** to ask an interviewee whether he/she is disabled or about the nature of the disability even if it is an obvious disability. You may however ask a disabled candidate questions about his or her **ability** to perform job-related functions. If the disability is obvious and the interviewee does not wish to address/discuss the disability or does not request reasonable accommodations yet indicates that he/she is able to perform the major functions of the job, it is unlawful to disqualify the candidate – you cannot discriminate on the basis of the person's disability. If you are not certain an interviewee is a person with a disability, you may ask if he/she knows of any reason why he/she would not be able to perform the essential functions of the job he/she is seeking. If

the answer is yes and reasons are stated there should be follow up questions regarding possible accommodations that would assist the candidate in performing the major functions of the job.

After a job offer has been made, you can ask about disabilities and conduct medical examinations and the offer can be conditioned on the applicant's answers to the questions and the results of an examination.

Note: *The EEOC (Equal Employment Opportunity Council) takes the position that if the employer reasonably believes an applicant will need accommodation to perform the job, the employer can ask limited questions about the accommodation at the pre-offer stage. However, the employer is still prohibited from asking about the disability itself (excerpted from CUPA, Legal Watch, January 1996).*

National Origin

It is acceptable to inquire into a candidate's ability to read, write or speak a foreign language where the position requires those skills. However, it is inadvisable to ask the candidate how he/she acquired these skills if it would disclose national origin or descent.

It is **legal** to ask if a candidate is a U.S. citizen; however, it is **illegal** to require (with very few exceptions) that they be U.S. citizens to be hired. It is also legal to ask an alien if he/she is authorized to work in the U.S. However, you may not ask the candidate to show you specific documents (i.e. green card) to verify work authorization. The candidate, if offered the job, is to present to the employer any combination of legally acceptable documents of his/her choice to establish work authorization within three days of his/her date of hire. (Contact the HR department for listing)

Organizations and Memberships

Inquiries about professional memberships related to the job are acceptable (i.e. Chemical Engineering Society). Questions about organizations whose name or character indicate the member's economic or social class, race, color, creed, sex, sexual orientation, marital status, religion or national origin should be avoided – country clubs, social clubs, religious clubs, fraternal orders, etc.

Never inquire about activities in political or civil rights organizations or ask the applicant whether he/she is involved in discrimination complaints or lawsuits.

It is also inadvisable to ask any questions designed to disclose age, arrest records, credit/financial status, home/car ownership, type of military discharge, political affiliation, sexual orientation or religious beliefs.

The Office of Human Resources and Affirmative Action has resources to assist search committees/administrators to conduct effective interviews and to clarify the legal points in the interview process.

Appendix I
Sample Campus Interview Schedule

Date of Interview	Time	Location
Search Committee		
Department Manager		
Department if applicable		
Campus Tour		
Meeting w/ Human Resources (15 minutes to review benefits & 45 minutes for an assessment)		

Appendix J Reference Check Form

The form below is a guide and can be modified. Remember to give candidates advanced notice that you will be checking their references.

- Introduce yourself and state purpose of your call
- Confirm that it is a convenient time to talk
- Briefly describe the position the applicant has applied
- Confirm the relationship between the person giving the reference and the applicant
- Verify basic duties such as job title, duties, salary, dates of employment
- Ask questions related to the position and clarify any unclear or unanswered questions the committee may have about the candidate.
- Be consistent!

Reference Conducted by: _____ Date: _____
Candidate Name: _____ Position Applied for: _____
Reference Name: _____ Relationship to Candidate: _____
University/Company: _____

General Format of Reference Check:

- What was the nature and length of your relationship with the candidate?
- How would you describe the candidate's leadership skills?
- Why did he/she leave the position (if relevant)?
- Is the candidate more of an individual contributor or team-oriented person? Why do you think this?
- How do you think coworkers would describe the candidate?
- How did the candidate deal with conflict?
- What are the candidate's key accomplishments or impact on the organization?
- What is/are the candidate's strength(s)?
- In what area(s) can the candidate continue to improve?
- Did the candidate adhere to leave policies, were they responsible as it relates to attendance/tardiness (frequent absences, tardiness, etc.)? (*When speaking with a manager or something with direct supervision over candidate*)
- Is the candidate eligible for rehire at this time? (*If they left*)
- Is there anything that you think someone considering this person for a job should know?

Key Contacts for the Search and Hiring Process

Ms. Jessica Murdoch, Vice President of Human Resources & Payroll Services/Affirmative Action
jmurdoch@fitchburgstate.edu
978-665-3172

Ms. Kimberly Page, Director of Human Resources
kpage3@fitchburgstate.edu
978-665-3850

Ms. Kelli Lundgren, Human Resources Operations Coordinator
klungren@fitchburgstate.edu
978-665-4317

Ms. Jossy Brack, Onboarding & Benefits Specialist
jbrack@fitchburgstate.edu
978-665-3440

Please direct all questions regarding Search & Hiring Policy to:

The Office of Human Resources and Payroll Services/Affirmative Action
Fitchburg State University
160 Pearl Street
Fitchburg, MA 01420
Phone 978-665-3172
Fax 978-665-3720

*This guide is subject to change at the discretion of the President
and/or the Office of Human Resources and Payroll Services/Affirmative Action.*