

CITY OF SPOKANE ADMINISTRATIVE POLICY AND PROCEDURE	ADMIN 0620-06-31 LGL 2006-11
TITLE: SELECTION INTERVIEWS AND REFERENCE CHECKS EFFECTIVE DATE: March 1, 2001 REVISION EFFECTIVE DATE: February 9, 2006	

1.0 GENERAL

1.1 The purpose of this policy is to ensure that uniform, non-discriminatory and comprehensive procedures are followed in filling all positions, open and promotional, throughout the City. Typically three methods are used in the selection of candidates for initial hire or promotion: (1) a method of screening, such as a Civil Service examination, (2) a selection interview, and (3) a check of references. All three are important to the process of selecting the best candidate for the position. This policy addresses the second and third methods. Additionally, this policy addresses requirements for obtaining references on candidates and providing references on current and former employees of the City of Spokane.

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2.0 DEPARTMENTS/DIVISIONS AFFECTED

This policy shall apply to all City divisions and departments.

3.0 REFERENCES

WAC 162-12, 16, 18, 22 & 30; 41
RCW 74.15.030 (2) (b) (Fingerprinting)
CFR Part 60-3 (Uniform Guidelines on Employee Selection Procedures
15 USC, Sec 1681-1681 u (Fair Credit Reporting Act)

4.0 DEFINITIONS

None

5.0 POLICY

- 5.1 It is the policy of the City that interview panels of at least two people be used for selection interviews for initial hire and for promotion. Open-ended, job-related, nondiscriminatory questions shall be asked of all interviewees. Individualized questions may be asked of candidates concerning their responses given on the application form, their experience and training, or as follow-up to responses given to specific interview questions. A formalized ranking mechanism shall be used by appointing officials and kept in the departmental files for three years after the interviews. Candidates with a felony conviction or prison release date in the past ten (10) years may be hired only if the specific conviction(s) would not adversely impact the job.

6.0 PROCEDURE

6.1 Open-Ended Nondiscriminatory Questions

- 6.1.1 All candidates should be asked the same basic set of open-ended, job-related, nondiscriminatory questions.

Questions such as the following are acceptable:

- How have your training and experience prepared you for this position?
- Why do you want to leave your current position?
- What are your strengths?
- What are your weaknesses?
- What are your most significant professional accomplishments?

- 6.1.2 Questions such as "What kind of babysitting arrangements do you have?" and "How do you feel about working for a woman?" should not be asked. Not only are they insensitive and irrelevant, they could be used in a lawsuit against the City for discriminatory non-selection. All questions asked must be job-related; that is, they must be designed and asked to determine the interviewee's fitness for the position to be filled. Interview questions should be reviewed with Human Resources prior to the actual interview.

6.2 Ranking the Candidates

- 6.2.1 An interview ranking device should be developed by each appointing official for the job to be filled. That ranking device can be used to rank each candidate on such items as being on time for the interview, being appropriately dressed, the completeness and quality of the responses, and overall presentation. Each member of the

interview panel should individually complete the ranking device. A sample ranking form is attached.

6.2.2 Since the selection interview is but one of the methods used in selecting a candidate for initial hire or promotion, a candidate's performance at the selection interview is important but not controlling. The candidate's performance at the selection interview should be considered in combination_with his/her ranking on the screening device and the quality of references or performance appraisals.

6.3 Reference Checks For New Hires

6.3.1 Appointing officials are responsible for conducting reference checks before hiring anyone, regular, temporary seasonal, work study or interns. Appointing officials shall certify on the requisition form for regular positions that a reference check was made on the candidate selected and that the check revealed no information that would be incompatible with that candidate's selection.

6.3.2 Before conducting any reference checks, the attached Reference Request form must be signed and authorized by the candidate.

6.3.3 The City currently contracts with AcraNet to conduct additional reference and background checks on a case-by-case basis. Depending on the position the individual is being considered for, the department can customize the type of information to obtain. The cost for this service is the individual department's responsibility.

6.4 Background And Credit Checks

6.4.1 State law requires fingerprint checks for all applicants, employees and other persons who have unsupervised access to children or vulnerable adults and have resided in the state for less than three (3) years. For more information, contact the Human Resources Department.

6.4.2 When there is an indication that a leading applicant has been convicted of a felony, or released from prison in the past ten (10) years, or the nature of the position applied for requires a credit check of the leading applicant, the appointing official shall contact the Human Resources Department to arrange for the appropriate check.

6.4.3 When a background/credit check is requested through an outside agency such as AcraNet, the following procedures are required and forms are attached:

- a. The notice of Intent and Authorization form must be provided to the candidate for signature and authorization.
- b. The Certificate of Compliance form must be filled out for each candidate on whom these reports are requested. The completed form is to be maintained on site in the Human Resources Department for two (2) years.
- c. If a candidate is not hired due either wholly or in part to information provided in the report, the Notice of Adverse Action and a copy of the Summary of Rights must be provided to the individual.
- d. Failure to abide by these procedures could create financial and/or legal liability.

6.4.4 If a department is hiring for a position that requires a commercial driver's license, reference ADMIN 0620-05-47, Drug and Alcohol Testing of Commercial Drivers.

6.5 Providing References

6.5.1 There are occasions when a current or former employee's job performance may be checked. The attached Authorization to Release Information form must be signed and authorized by the individual before information may be released.

7.0 RESPONSIBILITIES

The Human Resources Department shall administer this policy.


8.0 APPENDICES

Interview Ranking Form
Sample Interview Questions
Reference Request Form
Authorization To Release Information
Notice of Intent and Authorization
Certification of Compliance
Notice of Adverse Action
Summary of Consumer Rights

APPROVED BY:



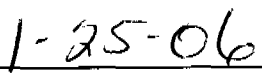
City Attorney (Asst)



Deputy Mayor



Director



Date

INTERVIEW RANKING FORM

Name of Candidate: _____

Position Applied For: _____ Date: _____

Please rate the candidate on a scale of 1-5. Additional comments may be written in the space provided.

Percentage Weight	Poor 1	Below 2	Avg 3	Above 4	Excellent 5	
10% 1. Appearance/ Presentation of Self	1	2	3	4	5	x2 = _____
10% 2. Rapport w/Interviewer	1	2	3	4	5	x 2 = _____
20% 3. Answers to question (clear and to the point)	1	2	3	4	5	x 4 = _____
20% 4. Enthusiasm & Interest	1	2	3	4	5	x4 = _____
10% 5. Knowledge of the Job	1	2	3	4	5	x2 = _____
30% 6. Previous Experience/	1	2	3	4	5	x6 = _____
					TOTAL SCORE	_____

ADDITIONAL COMMENTS:

Signature of Interviewer _____

SAMPLE INTERVIEW QUESTIONS

- 1. Tell me how your past education and experience has prepared you for this position.**
- 2. What do you know about the City of Spokane?**
- 3. Why are you interested in the position of _____?**
- 4. What are your career goals?**
- 5. What would your most recent co-workers say about you?**
- 6. What would your current/last boss say about you?**
- 7. Why did you leave your last job?**
- 8. Tell me about your favorite supervisor. Tell me about your least favorite supervisor.**
- 9. How do you react to criticism?**
- 10. What strengths would you bring to the job?**
- 11. What weaknesses?**
- 12. Tell me about a tough problem in your last job that you handled.**
- 13. Tell me how you handled an interpersonal problem with a co-worker.**
- 14. Give me an example of how you've worked with the public.**
- 15. If you were making the selection, what traits would you look for?**
- 16. Why should we hire you?**
- 17. Do you have any questions?**

City of Spokane
808 West Spokane Falls Boulevard
Spokane, Washington 99201-3327

Reference Request Form

Date: _____

To: _____

Subject: Request for References

_____ has applied to the City of Spokane for employment as a(n) _____.

The applicant indicates dates of employment with you from _____ to _____ as a(n) _____.

Thank you for your cooperation. Any information provided will be kept in strict confidence.

I hereby authorize you to supply the City of Spokane with the requested information.
Thank you.

Signature of Applicant

Date

PLEASE RATE EACH ITEM BELOW

	Excellent	Good	Fair	Poor
Quality of Work				
Quantity of Work				
Initiative				
Cooperation				
Attendance				

ADDITIONAL COMMENTS: _____

Signature: _____ Date: _____
Title: _____

City of Spokane
808 West Spokane Falls Boulevard
Spokane, Washington 99201-3327

Authorization to Release Information

I, _____, do hereby authorize the City of Spokane to provide a copy of all of its records concerning my employment history to:

Name: _____

Company: _____

Address: _____

I hereby release the City of Spokane, its officers, employees, and agents, from any and all claims I may have arising out of furnishing such information.

EMPLOYEE SIGNATURE

WITNESS SIGNATURE

PRINTED NAME OF EMPLOYEE

PRINTED NAME OF WITNESS

Date

Date

City of Spokane
808 West Spokane Falls Boulevard
Spokane, Washington 99201-3327

'NOTICE OF INTENT' AND 'AUTHORIZATION'
TO OBTAIN AN INVESTIGATIVE CONSUMER REPORT
FOR EMPLOYMENT PURPOSES

The undersigned applicant/employee is hereby notified that the **City of Spokane** may obtain an investigative consumer report for employment purposes through AcraNet. Such report may include information as to character, general reputation, history of criminal convictions, employment, education, professional license, credit and/or driver's record history. Applicant/employee acknowledges that he/she is herein informed of his/her right to request within a reasonable period of time after receiving this notice, a complete and accurate disclosure of the nature and scope of the investigation requested. Such disclosure will be mailed or otherwise delivered to applicant within five days from the date of the applicant/employee's request for disclosure or such report was first requested by employer, whichever is the later.

The applicant/employee further authorizes the City of Spokane to obtain an investigative consumer report through AcraNet for employment purposes at this time or anytime during the applicant/employee's tenure with employer.

Print Name: _____

Signature: _____ Date: _____

Social Security Number: _____

Driver's License #: _____ State of Issue: _____

Date of Birth: _____

(In order for factual information to be obtained and reported, your date of birth and social security number are requested. This information is used solely for verification purposes in compliance with the Fair Credit Reporting Act.)

**City of Spokane
808 West Spokane Falls Boulevard
Spokane, Washington 99201-3327**

**CERTIFICATION OF COMPLIANCE FOR USE OF INVESTIGATIVE
CONSUMER REPORTS FOR EMPLOYMENT PURPOSES**

Pursuant to the Fair Credit Reporting Acts, 15 U.S.C. Section 1681, et seq., as amended and RCW 19.182, et seq., as amended (collectively "federal and state law"), the undersigned employer certifies that the investigative consumer report requested to be _____ supplied _____ on (Name) _____ is to be used for employment purposes only; that the employer has complied with the disclosure requirements of federal and state law as amended, by making clear and conspicuous disclosure in writing to the applicant/employee that an investigative consumer report may be obtained for employment purposes and the applicant/employee has authorized such procurement in writing on a document that consists solely of such disclosure; and that pursuant to federal or state law, as amended that the employer shall not use the investigative consumer report in violation of any other applicable federal or state equal opportunity law or regulation, and that the employer shall not take adverse action against the applicant/employee based in whole or part on the investigative report without providing the applicant/employee with a copy of the report, the name, address and telephone number of AcraNet as listed below, a description in writing/employee's summary of rights under federal and state law, as amended, and a reasonable opportunity to respond to any information in the report as disputed by the applicant/employee.

EMPLOYER: CITY OF SPOKANE, WASHINGTON

AUTHORIZED SIGNATURE: _____

DATED: _____

Consumer Reporting Agency:

AcraNet
521 W. Maxwell
P.O. Box 5393
Spokane, WA. 99205-0393
Phone: Local (509) 324-1287
Toll Free: (800) 572-3218, Ext. 1287

**City of Spokane
808 West Spokane Falls Boulevard
Spokane, Washington 99201-3327**

**NOTICE OF ADVERSE ACTION
PROVIDED UNDER THE FAIR CREDIT REPORTING ACT**

Date:

Dear _____,

Thank you for applying for the position of _____ with the City of Spokane, WA. The decision not to hire you was based in whole or part on information included in a consumer report that was obtained from:

AcraNet
521 W. Maxwell
P.O. Box 5393
Spokane, WA. 99205-0393
Phone: Local (509) 3324-1287
Toll free: (800) 572-3218, Ext. 1287

The reporting agency did not make the hiring decision.

Under the Fair Credit Reporting Act, you have the right to obtain a free copy of your investigative consumer report if you make the request to AcraNet within sixty (60) days from your receipt of this notice. You have the right to dispute the accuracy or completeness of any information in this report with AcraNet.

Thank you again for applying with the City of Spokane; and we wish you well in your job search.

Sincerely,

SUMMARY OF CONSUMER RIGHTS

The federal Fair Credit Reporting Act (FCRA) is designed to promote accuracy, fairness, and privacy of information in the files of every "consumer reporting agency" (CRA). Most CRA's are credit bureaus that gather and sell information about you – such as if you pay your bills on time or have filed bankruptcy – to creditors, employers, landlords, and other businesses. You can find the complete text of the FCRA, 15 U.S.C. §§1681-168u, at the Federal Trade Commission's web site (<http://www.ftc.gov>). The FCRA gives you specific rights, as outlined below. You may have additional rights under state law. You may contact a state or local consumer protection agency or a state attorney general to learn those rights.

- **You must be told if information in your file has been used against you.** Anyone who uses information from a CRA to take action against you – such as denying an application for credit, insurance, or employment – must tell you, and give you the name, address, and phone number of the CRA that provided the consumer report.
- **You can find out what is in your file.** At your request, a CRA must give you the information in your file, and a list of everyone who has requested it recently. There is no charge for the report if a person has taken action against you because of information supplied by the CRA, if you request the report within 60 days of receiving notice of the action. You also are entitled to one free report every twelve months upon request if you certify that (1) you are unemployed and plan to seek employment within 60 days, (2) you are on welfare, or (3) your report is inaccurate due to fraud. Otherwise, a CRA may charge you up to eight dollars.
- **You can dispute inaccurate information with the CRA.** If you tell a CRA that your file contains inaccurate information, the CRA must investigate the items (usually within 30 days) by presenting to its information source all relevant evidence you submit, unless your dispute is frivolous. The source must review your evidence and report its finds to the CRA. (the source also must advise national CRA's – to which it has provided the data – of any error.) The CRA must give you a written report of the investigation, and a copy of your report if the investigation results in any change. If the CRA's investigation does not resolve the dispute, you may add a brief statement to your file. The CRA must normally include a summary of statement in future reports. If an item is deleted or a dispute statement is filed, you may ask that anyone who has recently received your report be notified of the change.
- **Inaccurate information must be corrected or deleted.** A CRA must remove or correct inaccurate or unverified information from its files, usually within 30 days after you dispute it. However, the CRA is not required to remove accurate data from your files unless it is outdated (as described below) or cannot be verified. If your dispute results in any change to your report, the CRA cannot reinsert into your file a disputed item unless the information source verifies its accuracy and completeness. In addition, the CRA must give you a written notice telling you it has reinserted the item. The notice must include the name, address and phone number of the information source.
- **You can dispute inaccurate items with the source of information.** If you tell anyone – such as a creditor who reports to a CRA – that you dispute an item, they may not then report the information to a CRA without including a notice of your dispute. In addition, once you've notified the source of the error in writing, it may not continue to report the information if it is, in fact, an error.
- **Outdated information may not be reported.** In most cases, a CRA may not report negative information that is more than seven years old; ten years for bankruptcies.
- **Access to your file is limited.** A CRA may provide information about you only to people with a need recognized by the FCRA – usually to consider an application with a creditor, insurer, employer, landlord, or other business.

- **Your consent is required for reports that are provided to employers, or reports that contain medical information.** A CRA may not give out information about you to your employer, or prospective employer, without your written consent. A CRA may not report medical information about you to creditors, insurers, or employers without your consent.
- **You may choose to exclude your name from CRA lists for unsolicited credit and insurance offers.** Creditors and insurers may use file information as the basis for sending you unsolicited offers of credit or insurance. Such offers must include a toll-free phone number for you to call if you want your name and address removed from future lists. If you call, you must be kept off the lists for two years. If you request, complete, and return the CRA form provided for this purpose, you must be taken off the lists indefinitely.
- **You may seek damage from violators.** If a CRA, a user or (in some cases) a provider of CRA data, violates the FCRA, you may sue them in state or federal court. The FCRA gives several different federal agencies authority to enforce the FCRA:

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FOR QUESTIONS OR CONCERNS REGARDING:	PLEASE CONTACT:
CRA's Creditors and Others Not Listed below	Federal Trade Commission Consumer Response Center-FCRA Washington, DC 20580 202-326-3761
National banks, federal branches/agencies of foreign banks (word "National" or initials "N.A." appear in or after bank's name)	Office of the comptroller of the Currency Compliance Management, Mail Stop 6-6 Washington, DC 20219 800-613-6743
Federal Reserve System member banks (except national banks and federal branches/agencies of foreign banks)	Federal Reserve Board Division of Consumer & Community Affairs Washington, DC 20551 202-452-3639
Savings associations and federally chartered savings banks (word "federal" or initials "F.S.B." appear in federal institution's name)	Office of Thrift Supervision Consumer Programs Washington, DC 20552 800-842-6929
Federal credit unions (words "Federal Credit Union" appear in institution's name)	National Credit Union Administration 1775 Duke Street Alexandria, VA 22314 703-518-6360
State chartered banks that are not member of the Federal Reserve System	Federal Deposit Insurance Corporation Division of Compliance & Consumer Affairs Washington, DC 20429 800-943-FDIC
Air, surface, or rail common carriers regulated by former Civil Aeronautics Board of Interstate Commerce Commission	Department of Transportation Office of Financial Management Washington, DC 20290 202-366-1306
Activities subject to the Packers and Stockyards Act, 1921	Department of Agriculture Office of Deputy Administrator – GIPSA Washington, DC 20250- 202-720-7051
Consumers residing in the State of Washington	Washington State Attorney General P.O. Box 40100 Olympia, WA 98584 800-551-4636