

Name of Applicant _____

CUSTOMS Staff Reference Form 2021
Middle Tennessee State University

Name of Reference _____

Position/Title _____

Address _____

Phone _____

You have been selected as a reference by the applicant listed above, who is applying for a position in the Clerical Staff 2021 MTSU CUSTOMS new student orientation program. This position is an important element in our orientation program because as a clerical staff member this person is responsible for:

- Mail outs, intake of mail and correspondence regarding all aspects of CUSTOMS.
- Organization and assignment of CUSTOMS participants for each session.
- All phone calls and walk-in traffic of people concerning CUSTOMS.
- Organization of all CUSTOMS paperwork.
- Security and confidentiality of student records and personal information

The clerical position calls for a person with a high degree of maturity, flexibility and organization. This person also needs to communicate effectively with students, parents and staff. We appreciate your cooperation in completing the reverse side of this recommendation form with candid responses regarding your personal knowledge and insight about the candidate. Upon completion, please return this form to the Office of New Student and Family Programs, MTSU Box 61, Murfreesboro, TN 37132, by 4:30 p.m. on Monday, March 22, 2021. Fax- 615-904-8047. Feel free to include additional information on additional information. Thank you.

Clerical Rating Form

1. Rating Form - Please circle the number that shows your opinion of this person.

	EXCELLENT	GOOD	FAIR	POOR
Ability to provide good customer service	4	3	2	1
Ability to get along with others	4	3	2	1
Ability to manage emotions	4	3	2	1
Ability to set priorities	4	3	2	1
Consistency in carrying out duties	4	3	2	1
Use of good judgment in daily relations	4	3	2	1
Ability to handle multiple tasks	4	3	2	1
Organizational skills	4	3	2	1
Reliability in accepting responsibility	4	3	2	1
Ability to concentrate on work	4	3	2	1
Ability to complete work	4	3	2	1
Ability to keep information and student records secure and confidential	4	3	2	1

2. In what ways have you known this person and for how long? _____

3. What are your personal insights and general comments regarding this candidate? _____

4. Would you hire this applicant?

YES _____ POSSIBLY _____ DOUBTFUL _____ NO _____

Signature _____ Date _____