



EMPLOYMENT VERIFICATION BY TELEPHONE

PROCEDURE (HUM-P018)

Clarksville-Montgomery County School System

1.0 SCOPE:

- 1.1 This procedure outlines the process for verification of employment by telephone for Clarksville-Montgomery County School System Staff.

2.0 RESPONSIBILITY:

- 2.1 Administrative Assistant – Human Resources

The online version of this policy is official.
Therefore, all printed versions of this
document are unofficial copies.

3.0 APPROVAL AUTHORITY:

- 3.1 Chief Human Resources Officer

4.0 DEFINITIONS:

- 4.1 Clarksville-Montgomery County School System: CMCSS
4.2 Human Resources: HR
4.3 Verification of Employment: VOE
4.4 Verification of Salary: VOS

5.0 PROCEDURE:

- 5.1 HR Associate receives a telephone call from identified company requesting VOE and/or VOS of a CMCSS employee using employee's Social Security number.
- 5.1.1 Once caller identifies themselves, HR Associate asks for name of company, name of caller, and Social Security number of employee.
- 5.1.2 If caller does/cannot supply needed information, conversation is ended.
- 5.2 Once Social Security number has been provided, HR Associate views MUNIS master file.
- 5.3 HR Associate provides requested information such as employee's employment dates, employment status, position, probability of continued employment, current salary/pay rate, and year-to-date income to requester.

6.0 ASSOCIATED DOCUMENTS:

- 6.1 Employment Verification By Mail ([HUM-P017](#))

7.0 RECORD RETENTION TABLE:

| <u>Identification</u> | <u>Storage</u> | <u>Retention</u> | <u>Disposition</u> | <u>Protection</u> |
|-----------------------|----------------|------------------|--------------------|-------------------|
| None | | | | |



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8.0 REVISION HISTORY:

| <u>Date:</u> | <u>Rev.</u> | <u>Description of Revision:</u> |
|---------------------|--------------------|---|
| 5/23/05 | | Initial Release |
| 2/16/07 | A | Update to MUNIS and revise flowchart |
| 2/20/13 | B | Change Responsibility to Administrative Assistant – HR |
| 3/26/15 | C | Add salary, if needed, to 5.3, remove 5.3.1, update flowchart |
| 4/15/15 | | Reviewed, no changes |
| 9/12/18 | D | 5.1, inserted “or” before VOS. |
| 6/13/23 | E | Moved SSN to step 5.2 and updated authority. |

9.0 FLOWCHART:

9.1 A flowchart detailing this process can be found below.

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