

Note that multiple functional groups may comprise this employment unit. The individual reports for each group in combination comprise the complete public file report for this employment unit.

2016 FCC EEO Public File Report for Charter Communications 12454 - OPS Marshall Cnty AL

This Report Covers September 1, 2015 through August 31, 2016

Total Number of Full-Time Vacancies Filled During This Period: 13
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 65

Please see attached the Recruitment Source List that includes recruitment source contact information.

FULL-TIME VACANCIES FILLED

State AL
FCC Unit 12454 - OPS Marshall Cnty AL

Req #	Job Title	Source	Interviewees Referred	Number Hired
1506470	Broadband Installer	Indeed	2	0
		Charter.com	2	2
		Direct Employers	0	0
		Referral*	3	1
1506470 Total			7	3
1601089	Broadband Installer	Google	1	0
		Indeed	3	1
		Local Job Network	2	0
		TV	1	0
		Charter.com	7	2
		Direct Employers	0	0
		Referral*	7	1
1601089 Total			21	4
1601825	Broadband Installer	Indeed	1	1
		Charter.com	1	0
		Direct Employers	0	0
		Referral*	2	0
1601825 Total			4	1
1603162	Broadband Installer	Indeed	1	0
		TV	1	0
		Charter.com	1	1

1603162	Broadband Installer	Direct Employers	0	0
		Referral*	1	0
1603162 Total			4	1
1507336	Field Auditor	GI Jobs	1	0
		GlassDoor	1	0
		Google	1	0
		Indeed	1	0
		TV	1	0
		Charter.com	7	1
		Direct Employers	0	0
		Referral*	2	0
1507336 Total			14	1
1505304	Mgr, Technical Operations	Charter.com	5	0
		Direct Employers	0	0
		Referral*	1	1
1505304 Total			6	1
1507181	QA Inspector I	Direct Employers	0	0
1507181 Total			0	0
1505886	Sup, Field Audit and Techn QA	Direct Employers	0	0
1505886 Total			0	0
1505580	Sup, Technical Service	Charter.com	6	1
		Direct Employers	0	0
1505580 Total			6	1
1603033	Sup, Technical Service	Charter.com	2	1
		Direct Employers	0	0
1603033 Total			2	1
1506956	System Technician I	Direct Employers	0	0
		Referral*	1	0
1506956 Total			1	0
Grand Total			65	13

RECRUITMENT SOURCE LIST

Name of Recruitment Source	Street Address	City, State, Zip	Contact Person	Telephone Number	Entitled to Notification?	Total Number of Referrals
Direct Employers	9002 N. Purdue Rd., Ste. 100	Indianapolis, IN 42628	directemployers.org	317-874-9000	No	0
Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	31
RecruitMilitary	422 West Loveland Ave.	Loveland, OH 45140	recruitmilitary.com	513-683-5020	No	0
LinkedIn	2029 Stierlin Court	Mountain View, CA 94043	linkedin.com	312-650-7593	No	0
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	1
Multichannel News	9620 Executive Center Dr. N #200	St. Petersburg, FL 33702	Jean Rynaski	727-497-6565 x3335	No	0
Cablefax	4 Choke Cherry Road	Rockville, MD 20850	cablefax.com	301-354-1619	No	0
The Tuscaloosa News	315 28th Ave	Tuscaloosa, AL 35401	Emily Hughes-Bryant	205-722-0153	No	0
Connect4Careers	7400 London Ave	Birmingham, AL 35206	Cheryl Lee	205-703-3952	No	0
Alabama A&M University	4900 Meridian Street 101 Patton Hall	Normal, AL 35762	Angel Lee Anthony	256-372-5692	No	0
Hero 2 Hired	108 W. College P.O. Box 1343	Columbiana, AL 35051	Marvin Copes	205-669-3837	No	0
Alabama State University	P.O. Box 271	Montgomery, AL 36101	Ella Tucker	334-229-4140	No	0
The Selma Times Journal	P.O. Box 611	Selma, AL 36702	michelle Coleman	334-410-1746	No	0
Employment Seeker	P.O. Box 673174	Marietta, GA 30006	Renee Jackson	678-467-5427	No	0
Birmingham News	1731 1st Avenue North	Birmingham, AL 35203	Tyler Brady	205-325-2108	No	0
The Daily Home	4 Sylacauga Highway	Talledaga, AL	Ginger Staude	256-299-2152	No	0
Hiring Our Heroes	United States Chamber of Commerce		Ernie Lombard	202-657-2455	No	0
University of Alabama Huntsville	111 Madison Hall	Huntsville, AL 35899	Kellee Crawford	256-824-6938	No	0
Tuscaloosa Chamber of Commerce	2200 University Blvd	Tuscaloosa, AL 35401	www.tuscaloosachamber.com	205-758-7588	No	0
Montgomery Advertiser	425 Molton Street	Montgomery, Alabama, 36104	Jesse Sallee	888-263-4792	No	0
Shelton State Community College	9500 Old Greensboro Road	Tuscaloosa, AL 35405	Beth Patrick	205-391-5874	No	0
Wallace Community College	3000 Earl Goodwin Parkway	Selma, AL 36703	Ebony Rose	334-412-0396	No	0
Vets Work	21 Dartmouth Street	Haverhill, MA 01832	admin@vetswork.net	978-973-0025	No	0
Gadsden Job Corps	600 Valley Street	Gadsden, AL 35901	Ceandra James	256-439-2942	No	0
Congresswoman Terri A. Sewell	2 20th Street North Suite #1130	Birmingham, AL	Chassney Lewis	205-254-1960	No	0
United States Department of Veterans Affairs	3701 Loop Road East	Tuscaloosa, AL 35404	Stephanie Massey	205-554-2000 x2426	No	0
GI Jobs*					No	1
Google*					No	2
Indeed*					No	8
Local Job Network*					No	2
TV					No	3
Referral*					No	17

* The sources marked with (*) in this report are sources that were identified by interviewees as referral sources, but that: (1) Charter did not use directly as a recruitment source; and/or (2) Interviewees were unable to identify more precisely. Many job boards and job banks pull Charter's job vacancies from its website and repost them independently via their own systems. Applicants, therefore, often learn about Charter's job vacancies from sources that Charter does not post with directly and cannot track.

Charter is a member of DirectEmployers Association. Through this nonprofit network, job vacancies for this unit are distributed to a wide array of recruitment sources, including, but not limited to, educational institutions, state workforce agencies and job bank(s), and organizations that distribute employment opportunities to women, minorities, the disabled, and veterans.

Supplemental Recruitment Initiatives:

#	Name	Date	Description
1	Tuition Reimbursement	Ongoing	Charter Communications has a tuition reimbursement program where employees can take college courses to enhance their skills to better prepare them for their current jobs and/or advanced positions.
2	Training Programs for All Employees	Ongoing	Charter Communications requires new employees complete training on the following topics: fostering mutual respect in the workplace, Charter's Code of Conduct, information security, privacy, records and information management, timekeeping, and performance management.
3	Training Programs for Management-Level Employees	Ongoing	Employees at the supervisor level and above can participate in a variety of training programs devised to assist with leadership development and policy administration skills. Offerings provided at various times during this plan year included Civil Treatment for Leaders, Communicating for Leadership Success, Coaching for Peak Performance, Interviewing and Selection, Planning and Delegation, and High Performing Teams. Charter also offers a robust training offering on an electronic learning platform. These electronic courses span a variety of topics, including communication, presentation, time management, managing change, project management, treating employees fairly, and software skills.
4	Tuscaloosa News	9/24/2015	Newspaper Ad
5	Connect4Careers	9/25/2015	Career Fair
6	Alabama A&M University	10/1/2015	Career Fair
7	Hero 2 Hired - Pelham	10/6/2015	Career Fair
8	Alabama State University	10/9/2015	Career Fair
9	Selma Times Journal	10/10/2015	Newspaper Ad
10	Employment Seekers	10/15/2015	Job Board
11	Birmingham News	10/18/2016	Newspaper Ad
12	The Daily Home	11/5/2015	Newspaper Ad
13	Hiring Our Heroes	11/17/2015	Career Fair
14	Tuscaloosa News	11/7/2015	Newspaper Ad
15	University of Alabama Huntsville	1/28/2016	Career Fair
16	Alabama A&M University	2/4/2016	Career Fair
17	Tuscaloosa Chamber of Commerce	2/9/2016	Career Fair
18	Tuscaloosa News	2/24/2016	Newspaper Ad
19	Montgomery Advertiser	3/2/2016	Newspaper Ad
20	Shelton State	3/2/2016	Career Fair
21	Alabama State University	4/9/2016	Career Fair
22	Hero 2 Hired - Gardendale	4/12/2016	Career Fair
23	Wallace Community College	4/15/2016	Career Fair
24	Vets Work	6/29/2016	Career Fair
25	Gadsden Job Corps	7/25/2016	Career Fair
26	7th Congressional District	8/11/2016	Career Fair
27	Tuscaloosa VA Medical Center	8/25/2016	Career Fair

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**2016 FCC EEO Public File Report for Charter Communications
12454 - OPS Marshall Cnty AL**

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Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 12

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State AL
FCC Unit 12454 - OPS Marshall Cnty AL

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1504855	Direct Sales Rep	Indeed	1	0
		Direct Employers	0	0
		Referral*	2	1
1504855 Total			3	1
1603711	Direct Sales Rep	Google	1	1
		Indeed	1	0
		Direct Employers	0	0
1603711 Total			2	1
1506256	Store Associate	Charter.com	1	1
		Direct Employers	0	0
1506256 Total			1	1
1505440	Sup, Store	Indeed	4	1
		Charter.com	2	0
		Direct Employers	0	0
1505440 Total			6	1
Grand Total			12	4

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RecruitMilitary	422 West Loveland Ave.	Loveland, OH 45140	recruitmilitary.com	513-683-5020	No	0
LinkedIn	2029 Stierlin Court	Mountain View, CA 94043	linkedin.com	312-650-7593	No	0
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	0
Employee Referral						2
Google*						1
Indeed*						6

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4	Career Progression for Store Employees	Ongoing	The <i>Charter Store Career Progression Program</i> offers our Store Representatives a well-defined opportunity for job and salary advancement. Representatives will soon have a clear path for advancing to the newly created position of Store Specialist , and that path will be identical for every current Representative. The program outlines a structured career path for Store Representatives and provides an environment in which they are recognized for their contributions to Charter's success. It also provides motivation, recognition and rewards for employees who consistently exceed our expectations. Additionally, the program will improve our ability to attract top sales talent to Charter by providing those individuals with a competitive compensation structure and formal career path.