

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 12466 - OPS Riverside Cnty CA

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

Total Number of Full-Time Vacancies Filled During This Period: 47
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 116

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

FULL-TIME VACANCIES FILLED

State CA
FCC Unit 12466 - OPS Riverside Cnty CA

Req #	Job Title	Source	Interviewees Referred	Number Hired
1504709	Advanced Broadband Installer	Direct Employers	0	0
		Referral*	3	1
		Indeed*	1	1
		recruitmilitary.com	1	0
1504709 Total			5	2
1505040	Advanced Broadband Installer	Direct Employers	0	0
		Referral*	1	1
1505040 Total			1	1
1505243	Advanced Broadband Installer	Internal	1	1
		Direct Employers	0	0
		Referral*	1	1
1505243 Total			2	2
1505604	Advanced Broadband Installer	Charter.com	1	1
		Direct Employers	0	0
1505604 Total			1	1
1505806	Advanced Broadband Installer	Direct Employers	0	0
		Indeed*	1	1
1505806 Total			1	1
1506022	Advanced Broadband Installer	Charter.com	1	0
		Direct Employers	0	0
		Charter.com*	1	1

1506022 Total			2	1
1506752	Advanced Broadband Installer	Internal	2	2
		Charter.com	1	0
		Direct Employers	0	0
		Referral*	2	2
		Charter.com*	1	0
1506752 Total			6	4
1601035	Advanced Broadband Installer	Direct Employers	0	0
		Google*	1	0
1601035 Total			1	0
1601335	Advanced Broadband Installer	Direct Employers	0	0
		Referral*	1	1
1601335 Total			1	1
1601914	Advanced Broadband Installer	Charter.com	1	1
		Direct Employers	0	0
		Indeed*	1	0
1601914 Total			2	1
1602218	Advanced Broadband Installer	Direct Employers	0	0
		Referral*	3	3
1602218 Total			3	3
1605495	Advanced Broadband Installer	Internal	1	1
		Direct Employers	0	0
1605495 Total			1	1
1506872	Broadband Installer	Direct Employers	0	0
		Referral*	2	2
1506872 Total			2	2
1507088	Broadband Installer	Direct Employers	0	0
		Referral*	2	2
1507088 Total			2	2
1601512	Broadband Technician	Direct Employers	0	0
		Indeed*	1	1
		Charter.com*	2	2
1601512 Total			3	3
1602292	Broadband Technician	Direct Employers	0	0
		Bing.com*	1	1
		Google*	1	1
1602292 Total			2	2
1505490	Broadband Technician Sr	Internal	1	1
		Direct Employers	0	0
1505490 Total			1	1
1601513	Broadband Technician Sr	Internal	1	1
		Direct Employers	0	0
1601513 Total			1	1
1603147	Broadband Technician Sr	Internal	5	3

1603147	Broadband Technician Sr	Direct Employers	0	0
1603147 Total			5	3
1603918	Broadband Technician Sr	Internal	1	1
		Direct Employers	0	0
1603918 Total			1	1
1604753	Broadband Technician Sr	Charter.com	1	1
		Direct Employers	0	0
1604753 Total			1	1
1601327	CB Broadband Technician	Internal	12	1
		Direct Employers	0	0
1601327 Total			12	1
1602887	CB Broadband Technician	Internal	5	1
		Direct Employers	0	0
1602887 Total			5	1
1506526	Construction Coordinator	Internal	6	1
		Direct Employers	0	0
1506526 Total			6	1
1605016	Construction Coordinator	Internal	1	1
		Direct Employers	0	0
		Indeed*	1	0
		Charter.com*	1	0
1605016 Total			3	1
1505681	Field Auditor	Charter.com	1	1
		Direct Employers	0	0
		Indeed*	1	0
1505681 Total			2	1
1506435	Field Auditor	Internal	1	1
		Direct Employers	0	0
1506435 Total			1	1
1507288	Field Auditor	Direct Employers	0	0
		Indeed*	3	1
1507288 Total			3	1
1506688	Maintenance Worker	GlassDoor	1	0
		Internal	1	0
		Direct Employers	0	0
		Referral*	4	0
		Indeed*	3	0
		Beyond.com*	1	0
		Charter.com*	2	0
		Linkup.com*	1	0
		Monster*	1	1
1506688 Total			14	1
1506267	Sup, Construction	Internal	6	1
		Direct Employers	0	0

1506267 Total			6	1
1506989	Sup, Technical Service	Internal	1	1
		Direct Employers	0	0
1506989 Total			1	1
1506998	System Technician I	Internal	9	1
		Direct Employers	0	0
1506998 Total			9	1
1505701	Warehouse Technician	GlassDoor	0	0
		Direct Employers	0	0
		Referral*	2	1
		Indeed*	4	0
1505701 Total			6	1
1507065	Warehouse Technician	GlassDoor	1	0
		Direct Employers	0	0
		Referral*	1	1
		Indeed*	2	0
1507065 Total			4	1
Grand Total			116	47

RECRUITMENT SOURCE LIST

Name of Recruitment Source	Street Address	City, State, Zip	Contact Person	Telephone Number	Entitled to Notification?	Total Number of Referrals
Americas Job Bank (State Job Bank)			www.americasjobbank.com		no	0
AOL Jobs			www.aol.com		no	0
Azusa Pacific University	901 E. Alostia Ave.	Azusa, CA, 91702	Campus Recruiting-NACELINK		no	0
Beyond.com*			Beyond.com		no	1
Bing.com*			Bing.com		no	1
Biola University	13800 Biola Avenue	La Mirada, CA, 90639	Campus Recruiting-NACELINK		no	0
Cable360			www.Cable360.com		no	0
Cal Polytechnic State University (Cal Poly)	ATT:HR Department. Room 110. 1 Grand Ave.	San Luis Obispo, CA. 93407	Careerservices@calpoly.edu	905.756.2501	no	0
Cal State Long Beach Career Center	1250 Bellflower Boulevard	Long Beach, CA 90840	Peggy Murphy Hayden	562.985.8468	no	0
Cal State Polytechnic University Pomona	3801 W Temple Ave	Pomona, CA, 91768	Campus Recruiting-NACELINK		no	0
Cal State University Fullerton	800 N. State College Blvd	Fullerton, CA, 92831	Campus Recruiting-NACELINK		no	0
Cal State University Northridge	18111 Nordhoff St	Northridge, CA, 91330	Campus Recruiting-NACELINK		no	0
Cal State University Riverside	900 University Ave	Riverside, CA, 92521	Campus Recruiting-NACELINK		no	0
Cal State University San Bernardino	5500 University Pkwy	San Bernardino, 92407-2318	Campus Recruiting-NACELINK		no	0
Career Builder			www.careerbuilder.com		no	0
Career One Stop	5200 Irwindale Avenue	Irwindale, CA 91706	www.careeronestop.org		no	0
Career Transition Center	3447 Atlantic Avenue	Long Beach, CA 90807	Roxanne Gomez	562-570-3673	no	0
Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	no	13

Company Recruiter	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	no	0
County of San Bernardino	157 West Fifth Street, First Floor	San Bernardino CA 92415-0440	www.csb-win.org		no	0
Craigslist			www.craigslist.com		no	0
Dice			www.dice.com		no	0
Direct Employers	9002 N. Purdue Rd., Ste. 100	Indianapolis, IN 42628	directemployers.org	317-874-9000	no	0
EDD Website / State of CA- EDD (www.CalJobs.ca.gov)	315 W 9th St Ste 200	Los Angeles, CA 90015	Maria Nevarez and Danielle Dutsch	323. 271.3253 800.758.0398	no	0
El Monte, CA. Job Fair					no	0
Employment Connection					no	0
Facebook.com			www.facebook.com		no	0
GI Jobs			Gijobs.com		no	0
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	no	2
Google*			google.com		no	2
Hart Employment ServicesHart Employment Services	220 S. Kenwood St. Suite 320	Glendale, CA 91201	Lency Martinez Front Office Coordinator/Jr. Recruiter	Office: (626)405-0778 Fax: (626)577-851	no	0
Hub Cities One-Stop Career Cntr	2677 Zoe Avenue	Huntington Park, CA 90255	Rich Rocha	323-586-2224	no	0
Indeed*			indeed.com		no	18
Internal- Intranet			Panorama		no	54
Irwindale Job Fair 2012	4920 Rivergrade Rd.	Irwindale, CA. 91706	Irwindale Chamber of Commerce		no	0
Jobs.com			Jobs.com		no	0
LA Works One-Stop Cntr	5200 Irwindale Avenue, Ste 130	Irwindale, CA 91706	Fabian Garcia and Jorge Hernandez	626-960-3964 ext 2273 and 626-960-3964 ext 2292	no	0
LinkedIn	2029 Stierlin Court	Mountain View, CA 94043	linkedin.com	312-650-7593	no	0
Linkup.com*			www.linkup.com		no	1
Monster*			www.monster.com		no	1

Mt. San Antonio College (Mt. SAC)	1100 North Grand Avenue	Walnut, CA, 91789	Donna Paden, Job Developer - www.mtsac-csm.symplicity.com/ employers	dpaden@mtsac.edu	no	0
Newspaper/TV/Radio Commercial					no	0
Pasadena City College	1570 E Colorado Blvd	Pasadena, CA, 91106	Campus Recruiting-NACELINK		no	0
RecruitMilitary	422 West Loveland Ave.	Loveland, OH 45140	recruitmilitary.com	513-683-5020	no	1
RecruitMilitary	422 West Loveland Ave.	Loveland, OH 45140	recruitmilitary.com	513-683-5020	no	0
Referral*					no	22
RWM Fiber Optics. Inc					no	0
					no	0
salesjob.com			salesjob.com		no	0
SELACO WIB Cerritos Career Cntr	10900 East 183rd Street, Ste 350	Cerritos, CA 90703	Larry Lee	562-402-9336, ext 1264	no	0
Simply Hired			www.simplyhired.com		no	0
SLO OneStop	880 Industrial Way	San Luis Obispo, CA, 91789			no	0
SLOjobs			www.slojobs.com		no	0
Snagajob.com			www.snagajob.com		no	0
SourceRight					no	0
US Vets Organization	800 West Sixth Street, Suite 1505	Los Angeles, CA 90017	Herb	(323) 873-0355	no	0
Utilitiesjobs.com			www.utilitiesjobs.com		no	0
Van Nuys-N. Sherman Oaks Worksource Cntr	15400 Sherman Way, Ste 140	Van Nuys, CA 91406	Gary Lee and Socrates Garay	818-702-2843 and 818-596-4128	no	0
Verdugo Job Center	1255 S Central Ave	Glendale, CA 91204	www.verdugojobcenter.org	(818) 409-0476	no	0
Verdugo Jobs Center	1255 South Central Avenue	Glendale, CA 91204	M. Galicia, N. Jimenez and Gerald Washington	818-409-0476, 818-937-8014	no	0
Vet Central Organization	528 S Broadway	Santa Maria, CA 93454			no	0
West Covina Job Fair					no	0

West Oxnard Job & Career Cntr	635 South Ventura Road	Oxnard, CA 93030	Robert Shiver-Decker and David Navarrete	805-382-8619 and 805-382-8633	no	0
West SGV Worksource Cntr	1000 Corporate Center Drive, Ste 550	Monterey Park, CA 91754	E. Gomez and Claudia Calderon	323-647-6511 and 323-647-6500	no	0
Westwood College	3250 Wilshire Blvd., Ste 400	Los Angeles, CA 90010	www.westwood.edu		no	0
WyoTech.edu			WyoTech.edu*		no	0
Yahoo.com			www.yahoo.com		no	0

* 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	Alhambra Job and Career Fair	8/18/2016	Asian American Economic Development Enterprise, Inc. A nonprofit organization dedicated to Employment, Education, Enterprise, and Excellence. Alhambra Job and Career Fair was on Friday, August 18, 2015 at Almanson Court, 700 S. Almanson St. Alhambra, CA 91801. This Job Fair is advertised in the Asian Community Newspaper, Pasadena Star News, and the San Gabriel Valley Tribune. Annually, approximately 80 employers participated and 700 job seekers attended the job fair.
5	El Monte-Rosemead Adult School Job Fair.	4/20/2016	El Monte-Rosemead Adult School Job Fair. 10807 Ramon Blvd. El Monte, CA 91731. The EDD an equal opportunity employer was a partner in this event. Over 35 companies represented.
6	City of Baldwin Park's Job Fair	3/9/2016	City of Baldwin Park's Job Fair Confirmation Letter Wednesday, March 9, 10am-1pm. City of Baldwin Park, Community Development Department. The EDD an equal opportunity employer was a partner in this event.

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

Total Number of Full-Time Vacancies Filled During This Period: 47
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 131

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

FULL-TIME VACANCIES FILLED

State CA
FCC Unit 12466 - OPS Riverside Cnty CA

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1601787	Sup, Direct Sales I-SFU	CareerBuilder.com	1	0
		Indeed	2	0
		Charter.com	6	1
		Direct Employers	0	0
		1601787 Total		9
1505290	Business Account Executive	CareerBuilder.com	2	0
		GlassDoor	1	0
		Indeed	4	0
		LinkedIn	1	0
		Charter.com	4	3
		Direct Employers	0	0
		Referral*	6	2
1505290 Total		18	5	
1504100	Direct Sales Rep	GlassDoor	1	0
		Google	1	0
		Indeed	1	0
		Charter.com	6	0
		Direct Employers	0	0
		Referral*	4	2
1504100 Total		13	2	
1505105	Direct Sales Rep	Indeed	6	3
		Charter.com	10	4
		Direct Employers	0	0

1505105	Direct Sales Rep	Referral*	6	3
1505105 Total			22	10
1505991	Direct Sales Rep	GlassDoor	1	1
		Charter.com	4	2
		Direct Employers	0	0
		Referral*	9	5
1505991 Total			14	8
1506550	Direct Sales Rep	Indeed	1	0
		LinkedIn	1	0
		Charter.com	9	1
		Direct Employers	0	0
		Referral*	6	4
1506550 Total			17	5
1602056	Direct Sales Rep	CareerBuilder.com	1	0
		Charter.com	2	2
		Direct Employers	0	0
		Referral*	1	1
1602056 Total			4	3
1602523	Direct Sales Rep	CareerBuilder.com	1	0
		GlassDoor	2	0
		Google	2	1
		Indeed	2	0
		LinkedIn	1	1
		Charter.com	8	4
		Direct Employers	0	0
		Referral*	8	3
		Charter TV	2	0
1602523 Total			26	9
1505744	Store Associate	Charter.com	3	1
		Direct Employers	0	0
1505744 Total			3	1
1603610	Store Associate	Indeed	2	0
		Charter.com	1	1
		Direct Employers	0	0
1603610 Total			3	1
1604201	Store Associate	Charter.com	1	1
		Direct Employers	0	0
		Referral*	1	1
1604201 Total			2	2
Grand Total			131	47

RECRUITMENT SOURCE LIST

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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	57
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	3
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	5
Indeed*						18
CareerBuilder*						2
Google*						3
Employee Referral						41
Charter TV						2

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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	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.