

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 11010 - OPS Mesa Cnty CO

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

Total Number of Full-Time Vacancies Filled During This Period: 11
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 48

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

FULL-TIME VACANCIES FILLED

State CO
FCC Unit 11010 - OPS Mesa Cnty CO

Req #	Job Title	Source	Interviewees Referred	Number Hired
1602836	Sr Warehouse Technician	Charter.com	1	1
		Direct Employers	0	0
		GlassDoor.com	0	0
		Local Job Service*	0	0
1602836 Total			1	1
1507066	Warehouse Technician	Charter.com	0	0
		Direct Employers	0	0
		Indeed*	6	1
		Google*	1	0
		GlassDoor.com	0	0
		Referral	1	0
		Local Job Service*	0	0
1507066 Total			8	1
1601067	Warehouse Technician	Charter.com	0	0
		Direct Employers	0	0
		Indeed*	5	1
		Google*	1	0
		Monster*	1	1
		Bing*	1	0
		SalesJobs.com*	1	0
		TV Ad*	1	0
		GlassDoor.com	0	0
		Local Job Service*	0	0

1601067 Total			10	2
1603092	Warehouse Technician	Charter.com	0	0
		Direct Employers	0	0
		Indeed*	3	1
		GlassDoor.com	0	0
		Referral	1	1
		Local Job Service*	0	0
1603092 Total			4	2
1601682	Advanced Broadband Installer	Indeed	1	1
		Charter.com	0	0
		Direct Employers	0	0
		Local Job Service*	0	0
1601682 Total			1	1
1504473	Broadband Installer	Charter.com	2	0
		Direct Employers	0	0
		Indeed*	3	1
		Referral	3	1
1504473 Total			8	2
1504471	CB Broadband Technician	Internal	1	1
		Charter.com	0	0
		Direct Employers	0	0
		Local Job Service*	0	0
		Salt Lake City Tribune	0	0
		Denver Post	0	0
1504471 Total			1	1
1507089	Safety Administrator	LinkedIn	1	1
		Internal	1	0
		Charter.com	1	0
		Direct Employers	0	0
		Indeed*	4	0
		Local Job Service*	0	0
1507089 Total			7	1
1603658	Sup, System Maintenance	Internal	8	0
		Charter.com	0	0
		Direct Employers	0	0
1603658 Total			8	0
Grand Total			48	11

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	4
LinkedIn	2029 Stierlin Court	Mountain View, CA 94043	linkedin.com	312-650-7593	No	1
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	0
Bing*			bing.com		No	1
Google*			google.com		No	2
Indeed*			indeed.com		No	22
Monster*			monster.com		No	1
Referral					No	5
SalesJobs.com*			salesjobs.com		No	1
TV Ad*					No	1
Internal					No	10
Local Job Service*					No	0
Newspaper Ad	90 S 400W	Salt Lake City, UT 84101-1324	Salt Lake Tribune	801-257-8742	No	0
Newspaper Ad	101 W Colfax Avenue	Denver, CO 80202	Denver Post	303-954-1010	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	Employee Referral Program	Ongoing	Employees who refer a qualified candidate that is hired and meets the timeline requirement of employment can potentially receive a \$300 referral bonus.
5	Training Programs for Technicians	Ongoing	Charter Communications has a career path program for Broadband Technicians and Maintenance Technicians. Technicians can self promote through training and job proficiency. This program provides career progression opportunities for technicians to strengthen and expand their abilities in their field and enables technicians to impact their own career progression and wages.

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Total Number of Full-Time Vacancies Filled During This Period: 10
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 16

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

FULL-TIME VACANCIES FILLED

State CO
FCC Unit 11010 - OPS Mesa Cnty CO

Req #	Job Title	Source	Interviewees Referred	Number Hired
1601865	Business Account Executive	Charter.com	3	1
		Direct Employers	0	0
1601865 Total			3	1
1602223	Direct Sales Rep	Indeed	1	0
		Charter.com	1	1
		Direct Employers	0	0
		simplyhired.com	1	1
1602223 Total			3	2
1603075	Direct Sales Rep	Indeed	1	1
		Charter.com	1	1
		Direct Employers	0	0
1603075 Total			2	2
1601809	Sup, Direct Sales I-SFU	Charter.com	1	1
		Direct Employers	0	0
1601809 Total			1	1
1505956	Business Account Executive	Indeed	1	1
		Monster	1	0
		Charter.com	1	0
		Direct Employers	0	0
1505956 Total			3	1
1504270	Store Associate	Indeed	1	1
		Direct Employers	0	0
1504270 Total			1	1
1506277	Store Associate	Indeed	1	1
		Direct Employers	0	0
1506277 Total			1	1
1602759	Store Associate	Indeed	1	0
		Direct Employers	0	0
		Referral*	1	1
1602759 Total			2	1
Grand Total			16	10

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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
Indeed.com*						6
CareerBuilder*						0
Monster.com*						1
Google*						0
simplyhired.com*						1
Employee Referral						1

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Supplemental Recruitment Initiatives:

#	Name	Date	Description
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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.