

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 12478 - OPS Fairfield Cnty CT

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

Total Number of Full-Time Vacancies Filled During This Period: 17
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 37

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

FULL-TIME VACANCIES FILLED

State CT
FCC Unit 12478 - OPS Fairfield Cnty CT

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1502247	Broadband Installer	Charter.com	5	2
		Direct Employers	0	0
		CT DOL	1	1
		Indeed*	2	1
		Outside Referral*	2	2
		Charter Intranet	0	0
		African American Affairs Commission	0	0
		Bridgeport Connecticut Works Center	0	0
		Bullard-Havens Technical High School	0	0
		CT DOL, Veterans Service Unit	0	0
		CT Puerto Rican Forum Inc.	0	0
		CT Works Danbury	0	0
		CT Works New Haven	0	0
		Hamden One Stop Center	0	0
		Hartford Job Corps Center	0	0
		Henry Abott Technical High School	0	0
		J.M. Wright Technical High School	0	0
		Lincoln Technical Institute	0	0
		Naugatuck Valley Community Technical School	0	0
		New Haven Job Corps Center	0	0
		Newtown High School	0	0
		Platt Technical High School	0	0
		The Newtown Democrats	0	0

1502247	Broadband Installer	VFW Newton Post 1607	0	0
		Waterbury One Stop Center	0	0
		Porter & Chester Institute	0	0
		Porter & Chester Job Fair - 04/01/16	1	1
		CT Permanent Commission on the Status of Women	0	0
		GlassDoor.com	0	0
1502247 Total			11	7
1506104	Broadband Installer	Charter.com	2	1
		Direct Employers	0	0
		Indeed*	1	1
		Outside Referral*	4	4
		Google*	2	1
		Charter Intranet	0	0
		African American Affairs Commission	0	0
		Bridgeport Connecticut Works Center	0	0
		Bullard-Havens Technical High School	0	0
		CT DOL, Veterans Service Unit	0	0
		CT Puerto Rican Forum Inc.	0	0
		CT Works Danbury	0	0
		CT Works New Haven	0	0
		Hamden One Stop Center	0	0
		Hartford Job Corps Center	0	0
		Henry Abott Technical High School	0	0
		J.M. Wright Technical High School	0	0
		Lincoln Technical Institute	0	0
		Naugatuck Valley Community Technical School	0	0
		New Haven Job Corps Center	0	0
		Newtown High School	0	0
		Platt Technical High School	0	0
		The Newtown Democrats	0	0
		VFW Newton Post 1607	0	0
		Waterbury One Stop Center	0	0
		Porter & Chester Institute	1	0
		Naugatuck Valley Community Technical School College Fair 04/05/16	0	0
		CT Permanent Commission on the Status of Women	0	0
		Employee Referral*	2	0
		GlassDoor.com	0	0
1506104 Total			12	7
1507110	Sup, System Maintenance	Charter.com	3	0
		Direct Employers	0	0
		CT DOL	0	0
		Indeed*	1	0
		Google*	1	1
		Charter Intranet	0	0
		African American Affairs Commission	0	0

1507110	Sup, System Maintenance	Bridgeport Connecticut Works Center	0	0
		Bullard-Havens Technical High School	0	0
		CT Puerto Rican Forum Inc.	0	0
		CT Works Danbury	0	0
		CT Works New Haven	0	0
		Hamden One Stop Center	0	0
		Hartford Job Corps Center	0	0
		Henry Abott Technical High School	0	0
		J.M. Wright Technical High School	0	0
		Lincoln Technical Institute	0	0
		Naugatuck Valley Community Technical School	0	0
		New Haven Job Corps Center	0	0
		Newtown High School	0	0
		Platt Technical High School	0	0
		The Newtown Democrats	0	0
		VFW Newton Post 1607	0	0
		Waterbury One Stop Center	0	0
		Porter & Chester Institute	0	0
		Craigslist	0	0
		Monster.com	0	0
		CT Post	0	0
		CT Permanent Commission on the Status of Women	0	0
		GlassDoor.com	0	0
1507110 Total			5	1
1505270	System Technician I	Charter.com	0	0
		Direct Employers	0	0
		CT DOL	0	0
		Charter Intranet	5	1
		African American Affairs Commission	0	0
		Bridgeport Connecticut Works Center	0	0
		Bullard-Havens Technical High School	0	0
		CT Puerto Rican Forum Inc.	0	0
		CT Works Danbury	0	0
		CT Works New Haven	0	0
		Hamden One Stop Center	0	0
		Hartford Job Corps Center	0	0
		Henry Abott Technical High School	0	0
		J.M. Wright Technical High School	0	0
		Lincoln Technical Institute	0	0
		Naugatuck Valley Community Technical School	0	0
		New Haven Job Corps Center	0	0
		Newtown High School	0	0
		Platt Technical High School	0	0
		The Newtown Democrats	0	0
		VFW Newton Post 1607	0	0
		Waterbury One Stop Center	0	0

1505270	System Technician I	Porter & Chester Institute	0	0
		CT Permanent Commission on the Status of Women	0	0
		GlassDoor.com	0	0
1505270 Total			5	1
1505998	System Technician I	Charter.com	0	0
		Direct Employers	0	0
		CT DOL	0	0
		Charter Intranet	4	1
		African American Affairs Commission	0	0
		Bridgeport Connecticut Works Center	0	0
		Bullard-Havens Technical High School	0	0
		CT Puerto Rican Forum Inc.	0	0
		CT Works Danbury	0	0
		CT Works New Haven	0	0
		Hamden One Stop Center	0	0
		Hartford Job Corps Center	0	0
		Henry Abott Technical High School	0	0
		J.M. Wright Technical High School	0	0
		Lincoln Technical Institute	0	0
		Naugatuck Valley Community Technical School	0	0
		New Haven Job Corps Center	0	0
		Newtown High School	0	0
		Platt Technical High School	0	0
		The Newtown Democrats	0	0
		VFW Newton Post 1607	0	0
		Waterbury One Stop Center	0	0
		Porter & Chester Institute	0	0
		CT Permanent Commission on the Status of Women	0	0
		GlassDoor.com	0	0
1505998 Total			4	1
Grand Total			37	17

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	10
Charter Intranet					No	9
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	0
Indeed*					No	4
Google*					No	3
Porter & Chester Job Fair 04/01/16	320 Sylvan Lake Road	Watertown, CT 06779	Ed Sulik	860-560-3720	No	1
Craigslist					No	0
Employee Referral*					No	2
Outside Referral*					No	6
Cablefax.com	541 Eastern Point Road, Ste 3	Groton, CT 06340	www.cablefax.com	727-497-6565	No	0
Naugatuck Valley Community Technical School Job Fair - 04/05/16	750 Chase Parkway	Waterbury, CT 06708	Anthony Wormack		No	0
African American Affairs Commission	210 Capitol Avenue, Room 509	Hartford, CT 06106		860-240-8555	No	0
Bridgeport Connecticut Works Center	2 Lafayette Square	Bridgeport, CT 06604		203-455-2700	No	0
Bullard-Havens Technical High School	500 Palisade Avenue	Bridgeport, CT 06610		203-579-6333	No	0
CT DOL	249 Thomaston Avenue	Waterbury, CT 06702		203-437-3308	No	1
CT Permaent Commission on the Status of Women	18-20 Trinity Street	Hartford, CT 06106		860-240-8300	No	0
CT Puerto Rican Forum Inc.	95 Park Street, 2nd Floor	Hartford, CT 06105		860-247-3227	No	0
CT Works Danbury	4 Liberty Street	Danbury, CT 06810	Sheritha Jones	203-730-0451 x 226	No	0
CT Works New Haven	560 Ella T. Grasso Blvd Bldg. 3	New Haven CT 06519		203-624-1493	No	0

Danbury High School	43 Clapboard Ridge Road	Danbury, CT 06810	Ed Fallcotonis	203-797-4849	No	0
Emitt Obrien High School	141 Prindle Avenue	Ansonia, CT 06401		203-732-1800	No	0
Hamden One Stop Center	37 Marne Street	Hamden, CT 06514		203-859-3200	No	0
Hartford Job Corps Center	100 William Shorty C	Hartford, CT 06106		860-953-7201	No	0
Henry Abott Technical High School	21 Hayestown Avenue	Danbury, CT 06811		203-797-4460	No	0
J.M. Wright Technical High School	120 Bridge Street	Stamford, CT 06095		203-324-7363	No	0
Kaynor Tech High School	43 Tompkins Street	Waterbury, CT 06708		203-596-4302	No	0
Lincoln Technical Institute	8 Progress Drive	Shelton, Ct 06484		203-929-0592	No	0
Naugatuck Valley Community Technical School	750 Chase Parkway	Waterbury, CT 06078		203-575-8158	No	0
New Haven Job Corps Center	455 Wintergreen Avenue	New Haven CT 06515		203-397-3775	No	0
Newtown High School	12 Berkshire Road	Sandy Hook, CT 06482		203-426-7646	No	0
Platt Technical High School	600 Orange Avenue	Milford, CT 06461		203-783-5300	No	0
Porter & Chester Institute	670 Lordship Boulevard	Stratford, CT 06615		203-375-4463	No	1
The Newtown Democrats	Post Office Box 182	Newtown, CT 06470		N/A	No	0
VFW Newton Post 1607	Lakeside Rd	Southbury, CT 06488		203-264-3995	No	0
Waterbury One Stop Center	249 Thomaston Avenue	Waterbury, Ct 06702		203-596-4141	No	0
Western CT State Univ	181 White Street	Danbury, CT 06810	Myrna Flaccavento	203-837-8263	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	Broadband & Maintenance Technician Career progression	Ongoing	Charter Communications provides in-house technical training for career progression opportunities for our technicians to enhance their skills to better prepare them for their current jobs and/or advanced positions.
5	NCTI & SCTE Training Programs	Ongoing	Technicians have established career paths where they can advance to higher positions, and also have access to educational programs and materials at Charter's expense from industry organizations such as the National Cable Television Institute and the Society of Cable Telecommunications Engineers.
6	Porter & Chester Institute Career Fair	04/01/16	Porter & Chester hosted a career fair
7	Naugatuck Valley Community College Job & Career Fair	04/05/16	Job Fair targeting upperclassman/graduating college students

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

Total Number of Full-Time Vacancies Filled During This Period: 19
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 87

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

FULL-TIME VACANCIES FILLED

State CT
FCC Unit 12478 - OPS Fairfield Cnty CT

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1505425	Direct Sales Rep	CareerBuilder.com	2	0
		Charter.com	3	1
		Direct Employers	0	0
		Charter TV	1	0
1505425 Total			6	1
1506254	Mgr, Store	Indeed	2	0
		Charter.com	3	1
		Direct Employers	0	0
1506254 Total			5	1
1503221	Mgr, Telesales	Charter.com	1	1
		Direct Employers	0	0
1503221 Total			1	1
1601775	Rep, Telesales	Google	1	0
		Indeed	2	1
		Charter.com	9	1
		Direct Employers	0	0
		Referral*	4	3
		Charter TV	1	0
1601775 Total			17	5
1603405	Rep, Telesales	Indeed	6	0
		Charter.com	1	0
		Direct Employers	0	0
		Referral*	2	1

1603405	Rep, Telesales	Charter TV	1	0
1603405 Total			10	1
1601336	Store Associate	Indeed	4	1
		Direct Employers	0	0
1601336 Total			4	1
1506839	Sup, Store	Indeed	1	1
		Charter.com	1	0
		Direct Employers	0	0
1506839 Total			2	1
1504675	Sup, Telesales	Charter.com	10	2
		Direct Employers	0	0
1504675 Total			10	2
1506328	Business Account Executive	Charter.com	2	1
		Direct Employers	0	0
1506328 Total			2	1
1507247	Direct Sales Rep	Indeed	1	0
		Charter.com	2	1
		Direct Employers	0	0
1507247 Total			3	1
1601980	Direct Sales Rep	Craig's List	1	0
		Google	1	0
		Indeed	2	1
		Direct Employers	0	0
1601980 Total			4	1
1602555	Direct Sales Rep	CareerBuilder.com	1	0
		GlassDoor	2	0
		Indeed	6	1
		Charter.com	3	0
		Direct Employers	0	0
1602555 Total			12	1
1603196	Store Associate	CareerBuilder.com	1	0
		Google	1	1
		Indeed	2	0
		Charter.com	1	0
		Direct Employers	0	0
1603196 Total			5	1
1602551	Sup, Direct Sales I-SFU	Indeed	1	0
		Charter.com	3	0
		Direct Employers	0	0
		Referral*	1	0
1602551 Total			5	0
1603486	Sup, Direct Sales I-SFU	Direct Employers	0	0
		Referral*	1	1
1603486 Total			1	1
Grand Total			87	19

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Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	39
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	2
CareerBuilder*						4
Craig's List*						1
Google*						3
Indeed*						27
Employee Referral						8
Charter TV						3

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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.