

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
12480 - OPS Windham Cnty CT**

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: 34

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

FULL-TIME VACANCIES FILLED

State CT
FCC Unit 12480 - OPS Windham Cnty CT

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1502248	Broadband Installer	Charter.com	3	1
		Job Service	0	0
		Direct Employers	0	0
		Salvation Army	0	0
		Indian Valley Family YMCA	0	0
		Quinebaug Valley Community College	0	0
		Eastern CT St University	0	0
		Windham Mills Technology Center	0	0
		Windham Region Chamber of Commerce	0	0
		Windham Technical High School	0	0
		United Way	0	0
		Willimantic Chamber-Commerce	0	0
		Recruit Military	0	0
		Multi-Channel News	0	0
		Cable Fax	0	0
		Indeed*	3	3
		Monster*	1	0
		Google*	2	1
		CT Jobs*	1	0
		Outside Referral*	1	1
		Porter & Chester	1	1
		Employee Referral*	2	2
		Craigs List	0	0

1502248 Total			14	9
1507331	Broadband Installer	TV AD	1	1
		Charter.com	1	0
		Job Service	0	0
		Direct Employers	0	0
		Salvation Army	0	0
		Indian Valley Family YMCA	0	0
		Quinebaug Valley Community College	0	0
		Eastern CT St University	0	0
		Windham Mills Technology Center	0	0
		Windham Region Chamber of Commerce	0	0
		Windham Technical High School	0	0
		United Way	0	0
		GlassDoor.com	0	0
		Willimantic Chamber-Commerce	0	0
		Recruit Military	0	0
		Multi-Channel News	0	0
		Cable Fax	0	0
		Porter & Chester	0	0
		Charter Intranet	0	0
		American Job Center Event	0	0
		Employee Referral*	1	1
1507331 Total			3	2
1505645	Public Access Coordinator	Charter.com	0	0
		Job Service	0	0
		Direct Employers	0	0
		Salvation Army	0	0
		Indian Valley Family YMCA	0	0
		Quinebaug Valley Community College	0	0
		Eastern CT St University	0	0
		Windham Mills Technology Center	0	0
		Windham Region Chamber of Commerce	0	0
		Windham Technical High School	0	0
		United Way	0	0
		GlassDoor.com	0	0
		Willimantic Chamber-Commerce	0	0
		Indeed*	1	0
		Charter Intranet	1	1
		Employee Referral*	3	0
1505645 Total			5	1
1503653	System Technician I	Charter.com	2	0
		Job Service	0	0
		Direct Employers	0	0
		Salvation Army	0	0
		Indian Valley Family YMCA	0	0
		Quinebaug Valley Community College	0	0

1503653	System Technician I	Eastern CT St University	0	0
		Windham Mills Technology Center	0	0
		Windham Region Chamber of Commerce	0	0
		Windham Technical High School	0	0
		United Way	0	0
		GlassDoor.com	0	0
		Willimantic Chamber-Commerce	0	0
		Google*	1	0
		Charter Intranet	6	1
		Employee Referral*	3	0
1503653 Total			12	1
Grand Total			34	13

RECRUITMENT SOURCE LIST

Name of Recruitment Source	Street Address	City, State, Zip	Contact Person	Telephone Number
Direct Employers	9002 N. Purdue Rd., Ste. 100	Indianapolis, IN 42628	directemployers.org	317-874-9000
American Job Center Event	1320 Main St.	Willimantic, CT 06226		Linda 860-786-6281
CableFax	4 Choke Cherry Road 2nd Floor	Rockville, MD 20850	Alex Virden	301-354-1619
Charter Intranet				
Craigs List				
Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555
CT Jobs*				
Eastern CT St University	83 Windham Street	Willimantic, CT 06226		860-465-5000
Employee Referral*				
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645
Google*				
Indian Valley Family YMCA				
Indeed*				
Job Service	1320 Main Street	Willimantic, CT 06226		860-423-2521
Monster.com*				
Multi-Channel News	9620 Executive Center	St. Petersburg, FL 337	Jean Rynaski	1.727.497.6565 x3335
Outside Referral*				
Porter & Chester	30 Waterchase Drive	Rocky Hill, CT 06067		John J. Criqui 860-560-3723 (mobile)
Quinebaug Valley Community College	11 Pinney Street	Ellington, CT 06029		860-871-0008
RecruitMilitary	422 West Loveland Ave.	Loveland, OH 45140	recruitmilitary.com	513-683-5020
Salvation Army	31 Pleasant Street	Willimantic, CT 06226		860-423-0977
TV AD				
United Way	872 Main Street #1	Willimantic, CT 06226		860-493-6832
Willimantic Chamber-Commerce	1010 Main Street	Willimantic, CT 06226		860-423-6389
Windham Mills Technology Center	322 Main Street	Willimantic, CT 06226		860-450-0115
Windham Region Chamber of Commerce	1010 Main Street	Willimantic, CT 06626		860-423-6389
Windham Technical High School	210 Birch Street	Willimantic, CT 06226		860-456-3879

* 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 a Interviewees were unable to identify more precisely. Many job boards and job banks pull Charter's job vacancies from its website and repost them indepe 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 recruitn educational institutions, state workforce agencies and job bank(s), and organizations that distribute employment opportunities to women, minorities, the d

Entitled to Notification?	Total Number of Referrals
No	0
No	0
No	0
No	7
No	0
No	6
No	1
No	0
	9
No	0
	3
No	0
	4
No	0
	1
No	0
	1
No	1
No	0
No	0
	1
No	0
No	0
No	0
No	0
No	0

is a recruitment source; and/or (2)
independently via their own systems. Applicants,

ment sources, including, but not limited to,
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	6/24/2016	Job Fair hosted by Porter & Chester
7	American Job Center Event	6/7/2016	Recruiting event at DOL in Willamantic, CT

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Total Number of Full-Time Vacancies Filled During This Period: 4
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 29

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FULL-TIME VACANCIES FILLED

State CT
FCC Unit 12480 - OPS Windham Cnty CT

Req #	Job Title	Source	Interviewees Referred	Number Hired
1603581	Store Associate	Indeed	3	1
		Other - please specify below	1	0
		Charter.com	1	0
		Direct Employers	0	0
1603581 Total			5	1
1501951	Direct Sales Rep	CareerBuilder.com	1	0
		Company Recruiter	1	0
		Indeed	2	1
		Monster	1	0
		Charter.com	1	0
		Direct Employers	0	0
1501951 Total			6	1
1506324	Store Associate	Indeed	3	0
		Please specify below	1	0
		Charter.com	1	0
		Direct Employers	0	0
		Referral*	1	1
1506324 Total			6	1
1601694	Store Associate	Google	1	0
		Indeed	5	0
		LinkedIn	2	0
		TV Ad	1	0
		Charter.com	2	1
		Direct Employers	0	0
		Referral*	1	0
		1601694 Total		
Grand Total			29	4

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Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	9
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	2
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	0
Indeed*						13
CareerBuilder*						1
Monster*						1
Employee Referral						2
Charter TV						1

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#	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.
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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.