

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 12494 - OPS Baldwin Cnty GA

*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: 50

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

### FULL-TIME VACANCIES FILLED

State           GA  
FCC Unit       12494 - OPS Baldwin Cnty GA

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1505340	Broadband Installer	Charter Career Event Page	1	0
		Cisco	1	0
		Google	2	1
		Indeed	7	0
		TV	1	0
		Internal	1	0
		Charter.com	3	0
		Direct Employers	0	0
		Referral*	9	2
<b>1505340 Total</b>			<b>25</b>	<b>3</b>
1601004	Broadband Installer	Craig's List	1	0
		Google	1	0
		Indeed	1	1
		Charter.com	1	0
		Direct Employers	0	0
		Referral*	2	0
<b>1601004 Total</b>			<b>6</b>	<b>1</b>
1601414	Broadband Installer	Charter.com	1	1
		Direct Employers	0	0
<b>1601414 Total</b>			<b>1</b>	<b>1</b>
1505923	Broadband Technician Sr	Internal	1	1
		Direct Employers	0	0
<b>1505923 Total</b>			<b>1</b>	<b>1</b>

1602938	CB Broadband Technician	Internal	2	1
		Direct Employers	0	0
<b>1602938 Total</b>			<b>2</b>	<b>1</b>
1505456	QA Inspector I	Internal	5	1
		Direct Employers	0	0
<b>1505456 Total</b>			<b>5</b>	<b>1</b>
1506722	Sup, Technical Service	Charter Career Event Page	1	0
		Internal	2	0
		Charter.com	1	1
		Direct Employers	0	0
<b>1506722 Total</b>			<b>4</b>	<b>1</b>
1504246	System Technician I	Charter Career Event Page	1	0
		Internal	5	2
		Direct Employers	0	0
<b>1504246 Total</b>			<b>6</b>	<b>2</b>
Grand Total			50	11

**RECRUITMENT SOURCE LIST**

<b>Name of Recruitment Source</b>	<b>Street Address</b>	<b>City, State, Zip</b>	<b>Contact Person</b>	<b>Telephone Number</b>	<b>Entitled to Notification?</b>	<b>Total Number of Referrals</b>
Direct Employers	9002 N. Purdue Rd., Ste. 100	Indianapolis, IN 42628	directemployers.org	317-874-9000	No	
Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	
RecruitMilitary	422 West Loveland Ave.	Loveland, OH 45140	recruitmilitary.com	513-683-5020	No	
LinkedIn	2029 Stierlin Court	Mountain View, CA 94043	linkedin.com	312-650-7593	No	
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	

\* 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			
5			

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

Total Number of Full-Time Vacancies Filled During This Period: 6  
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 35

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### FULL-TIME VACANCIES FILLED

State           GA  
FCC Unit       12494 - OPS Baldwin Cnty GA

Req #	Job Title	Source	Interviewees Referred	Number	
				Hired	
1504733	Direct Sales Rep	Indeed	1	0	
		Charter.com	1	1	
		Direct Employers	0	0	
		Referral*	3	2	
<b>1504733 Total</b>			<b>5</b>	<b>3</b>	
1507145	Direct Sales Rep	Indeed	1	0	
		Charter.com	3	0	
		Direct Employers	0	0	
<b>1507145 Total</b>			<b>4</b>	<b>0</b>	
1602962	Direct Sales Rep	Indeed	4	0	
		Charter.com	2	1	
		Direct Employers	0	0	
<b>1602962 Total</b>			<b>6</b>	<b>1</b>	
1505058	Store Associate	Indeed	4	1	
		Direct Employers	0	0	
<b>1505058 Total</b>			<b>4</b>	<b>1</b>	
1506554	Store Associate	Indeed	12	0	
		Monster	2	0	
		Charter.com	2	1	
		Direct Employers	0	0	
<b>1506554 Total</b>			<b>16</b>	<b>1</b>	
<b>Grand Total</b>			<b>35</b>	<b>6</b>	

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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*						22
Monster*						2
Employee Referral						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 <b>Store Specialist</b> , 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.