

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 12362 - COE Jefferson Cnty KY

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

Total Number of Full-Time Vacancies Filled During This Period: **591**
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: **1130**

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

FULL-TIME VACANCIES FILLED

State KY
FCC Unit 12362 - COE Jefferson Cnty KY

Req #	Job Title	Source	Interviewees Referred	Number Hired
1506203	Trainer I	Internal	7	1
		Direct Employers	0	0
1506203 Total			7	1
1601265	Cust Rel Coord-Comm Repair	Radio	1	1
		Charter.com	3	3
		Direct Employers	0	0
		Referral*	11	4
		Employee Referral	3	1
		TV*	1	0
		Louisville Help Wanted	1	1
		The Southern Baptist Theological Seminary	1	0
		Indeed*	4	3
		Bing*	1	1
1601265 Total			26	14
1602106	Cust Rel Coord-Comm Repair	Radio	1	0
		Charter.com	4	2
		Direct Employers	0	0
		Referral*	3	2
		Job News	1	1
		Courier Journal	1	0
		Call Center Jobs	0	0
1602106 Total			10	5
1602341	Cust Rel Coord-Comm Repair	Radio	0	0

1602341	Cust Rel Coord-Comm Repair	Direct Employers	0	0
		Referral*	2	1
		TV*	1	0
		Career Fair	6	3
		Snag a job*	1	1
		Job News	1	0
		Courier Journal	1	1
		Call Center Jobs	1	0
1602341 Total			13	6
1602579	Cust Rel Coord-Comm Repair	Radio	2	2
		Charter.com	5	3
		Direct Employers	0	0
		Referral*	24	12
		Employee Referral	1	1
		Career Builder	1	0
		Career Fair	4	2
		Indeed*	3	0
		Google*	1	0
		Job News	2	1
1602579 Total			43	21
1601223	Cust Rel Coord-Internet/Phone	Charter.com	7	6
		Direct Employers	0	0
		Referral*	19	15
		TV*	1	0
		Facebook*	1	0
		Indeed*	6	5
		Google*	1	0
1601223 Total			35	26
1601436	Cust Rel Coord-Internet/Phone	Charter.com	2	1
		Direct Employers	0	0
		Referral*	35	28
		Employee Referral	6	1
		TV*	1	0
		Career Fair	3	1
		The Southern Baptist Theological Seminary	1	1
		Facebook*	3	2
		Indeed*	2	1
		Google*	3	2
		Monster*	1	1
		Courier Journal	1	0
		Veterans Affairs*	1	1
1601436 Total			59	39
1601709	Cust Rel Coord-Internet/Phone	Charter.com	2	0
		Direct Employers	0	0
		Referral*	6	4
		Employee Referral	1	1

1601709	Cust Rel Coord-Internet/Phone	Facebook*	1	0
		Indeed*	3	3
		Courier Journal	1	0
1601709 Total			14	8
1601953	Cust Rel Coord-Internet/Phone	Charter.com	6	5
		Direct Employers	0	0
		Referral*	12	7
		Employee Referral	1	1
		Facebook*	1	0
		Indeed*	3	2
		Google*	3	2
		Job News	1	0
		Courier Journal	2	1
		Call Center Jobs	0	0
1601953 Total			29	18
1602103	Cust Rel Coord-Internet/Phone	Radio	2	1
		Charter.com	6	3
		Direct Employers	0	0
		Referral*	10	4
		Employee Referral	2	0
		Louisville Help Wanted	1	1
		Indeed*	7	4
		Google*	4	2
		Craig's List*	1	0
		Job News	1	0
		Courier Journal	1	0
1602103 Total			35	15
1602343	Cust Rel Coord-Internet/Phone	Radio	1	1
		Charter.com	3	3
		Direct Employers	0	0
		Referral*	17	13
		Employee Referral	2	1
		Career Fair	8	3
		GI Jobs*	2	1
		Facebook*	2	1
		Indeed*	3	3
		Google*	2	1
		Craig's List*	1	0
		Job News	2	2
1602343 Total			43	29
1602570	Cust Rel Coord-Internet/Phone	Radio	7	2
		Charter.com	10	4
		Direct Employers	0	0
		Referral*	21	10
		Employee Referral	3	0
		Career Fair	7	5

1602570	Cust Rel Coord-Internet/Phone	Louisville Help Wanted	2	1
		GI Jobs*	1	0
		Indeed*	9	4
		Google*	3	3
		Bing*	2	1
		Craig's List*	2	1
		GlassDoor*	1	0
		LinkedIn*	1	0
		Job News	2	1
		Courier Journal	2	2
1602570 Total			73	34
1602849	Cust Rel Coord-Internet/Phone	Radio	5	1
		Charter.com	18	8
		Direct Employers	0	0
		Referral*	45	23
		Employee Referral	6	2
		Career Builder	1	0
		Career Fair	3	1
		Louisville Help Wanted	1	1
		The Southern Baptist Theological Seminary	1	0
		GI Jobs*	1	0
		Kentucky Career Site*	1	1
		Facebook*	22	4
		Indeed*	4	3
		Google*	3	1
		Craig's List*	2	2
		GlassDoor*	2	1
		LinkedIn*	1	0
		Job News	3	1
1602849 Total			119	49
1603142	Cust Rel Coord-Internet/Phone	Radio	1	1
		Charter.com	12	7
		Direct Employers	0	0
		Referral*	24	8
		Employee Referral	8	5
		Career Fair	5	1
		The Southern Baptist Theological Seminary	1	1
		GI Jobs*	1	0
		Facebook*	7	3
		Indeed*	11	2
		Google*	5	1
		Craig's List*	1	0
		Job News	3	1
1603142 Total			79	30
1603190	Cust Rel Coord-Internet/Phone	Radio	1	1
		Charter.com	3	2

1603190	Cust Rel Coord-Internet/Phone	Direct Employers	0	0
		Referral*	13	10
		Employee Referral	3	3
		Career Fair	3	2
		Facebook*	2	2
		Indeed*	2	2
		Google*	3	3
		Craig's List*	1	1
		Job News	1	0
1603190 Total			32	26
1603729	Cust Rel Coord-Internet/Phone	Charter.com	2	0
		Direct Employers	0	0
		Referral*	15	7
		Employee Referral	2	2
		TV*	1	0
		Career Builder	1	1
		Career Fair	1	1
		Facebook*	1	1
		Indeed*	5	3
1603729 Total			28	15
1604059	Cust Rel Coord-Internet/Phone	Charter.com	5	5
		Direct Employers	0	0
		Referral*	9	9
		Employee Referral	1	1
		TV*	1	1
		Career Fair	1	1
		Facebook*	1	1
		Indeed*	3	1
		Google*	1	0
1604059 Total			22	19
1604658	Cust Rel Coord-Internet/Phone	Charter.com	2	2
		Direct Employers	0	0
		Referral*	7	5
		Employee Referral	1	1
		Indeed*	5	5
		Google*	2	2
		University of Louisville	0	0
		Indiana Tech	0	0
1604658 Total			17	15
1602142	HR Coordinator II	Internal	2	1
		Charter.com	1	0
		Direct Employers	0	0
		Sullivan University	1	0
		Indeed*	3	0
1602142 Total			7	1
1505832	Intraday Management Analyst	Internal	2	1

1505832	Intraday Management Analyst	Direct Employers	0	0
		Referral*	1	1
		Indeed*	1	1
1505832 Total			4	3
1603477	Mgr, Human Resources I	Direct Employers	0	0
		Indeed*	2	1
		GlassDoor*	1	0
1603477 Total			3	1
1503044	Recruiter I	Internal	6	1
		Charter.com	2	0
		Direct Employers	0	0
		Referral*	1	0
		Indeed*	2	0
1503044 Total			11	1
1506008	Rep I, Internet/Phone Repair	Radio	1	0
		Internal	1	1
		Charter.com	3	3
		Direct Employers	0	0
		Referral*	27	16
		Employee Referral	8	4
		Career Fair	1	0
		Facebook*	2	2
		Indeed*	2	0
		Google*	3	1
		LinkedIn*	1	0
1506008 Total			49	27
1506447	Rep I, Internet/Phone Repair	Charter.com	7	5
		Direct Employers	0	0
		Referral*	19	6
		Employee Referral	1	1
		Career Builder	1	0
		GI Jobs*	1	0
		Indeed*	8	3
		Google*	1	1
		Monster*	1	0
		Jobungo*	1	0
1506447 Total			40	16
1506708	Rep I, Internet/Phone Repair	Direct Employers	0	0
		Referral*	23	16
		Employee Referral	2	1
		Career Builder	2	0
		GI Jobs*	1	1
		Facebook*	2	0
		Indeed*	2	2
		Google*	1	1
1506708 Total			33	21

1506877	Rep I, Internet/Phone Repair	Radio	1	0
		Charter.com	1	1
		Direct Employers	0	0
		Referral*	26	14
		Employee Referral	3	3
		Career Builder	1	0
		Facebook*	1	1
		Indeed*	5	1
		Google*	2	1
		Monster*	1	1
		GlassDoor*	1	1
		Jobungo*	1	1
		Courier Journal	1	1
1506877 Total			44	25
1507072	Rep I, Internet/Phone Repair	Radio	0	0
		Direct Employers	0	0
		Referral*	43	27
		Employee Referral	7	5
		Career Builder	1	1
		Facebook*	2	1
		Indeed*	1	1
		Google*	1	1
1507072 Total			55	36
1507343	Rep I, Internet/Phone Repair	Radio	2	2
		Charter.com	1	1
		Direct Employers	0	0
		Referral*	22	15
		Employee Referral	2	1
		TV*	4	4
		Career Fair	3	2
		Louisville Help Wanted	1	0
		Facebook*	5	3
		Indeed*	4	0
		Google*	1	1
1507343 Total			45	29
1504822	Rep, CB Repair	Radio	1	0
		Internal	4	4
		Charter.com	5	4
		Direct Employers	0	0
		Referral*	15	10
		Indeed*	3	0
		Google*	3	1
		GlassDoor*	1	1
1504822 Total			32	20
1506703	Rep, CB Repair	Radio	1	1
		Direct Employers	0	0

1506703	Rep, CB Repair	Referral*	12	11
		Employee Referral	6	6
		Kentucky Career Site*	1	1
		Facebook*	1	0
		Indeed*	2	1
1506703 Total			23	20
1601656	Reports Coordinator	Internal	11	1
		Direct Employers	0	0
1601656 Total			11	1
1602769	Sup, Cust Care Call Ctr - Comm	Internal	1	1
		Direct Employers	0	0
1602769 Total			1	1
1601345	Sup, Cust Care Call Ctr -Resi	Internal	1	1
		Direct Employers	0	0
1601345 Total			1	1
1601727	Sup, Cust Care Call Ctr -Resi	Charter.com	1	1
		Direct Employers	0	0
1601727 Total			1	1
1603561	Sup, Cust Care Call Ctr -Resi	Internal	6	3
		Direct Employers	0	0
1603561 Total			6	3
1506875	Dir, Human Resources II	Internal	1	1
		Direct Employers	0	0
1506875 Total			1	1
1506866	Mgr, Business Controls	Internal	4	1
		Direct Employers	0	0
		Indeed*	1	0
1506866 Total			5	1
1505933	Mgr, Human Resources I	Direct Employers	0	0
		Kentucky Career Site*	1	1
		Indeed*	6	0
1505933 Total			7	1
1506529	Operations Analyst II	Internal	2	1
		Charter.com	1	0
		Direct Employers	0	0
		Indeed*	1	0
		Bing*	1	0
1506529 Total			5	1
1601625	Team Manager, Commerc Repair	Internal	3	1
		Direct Employers	0	0
		LinkedIn*	1	0
1601625 Total			4	1
1604157	Cust Rel Coord-Internet/Phone	Charter.com	13	3
		Direct Employers	0	0
		Referral*	3	0
		Employee Referral	15	1

1604157	Cust Rel Coord-Internet/Phone	TV*	1	0
		Career Builder	2	0
		Career Fair	6	0
		Facebook*	2	2
		Indeed*	9	2
		Google*	7	1
1604157 Total			58	9
Grand Total			1130	591

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	125
Radio (Alpha Media)	520 S 4th St	Louville, KY 40202	Tia Coatley	502-625-1226	No	27
Courier Journal & Career Builder	525 W Broadway	Louisville, KY 40202	Kirk Kloeper	502-582-2622	No	20
Job News	9000 Wessex Place Suite 202	Louisville, KY 40222	Emily Sackfield	502-415-7500	No	17
Louisville Help Wanted	4000 Radio Drive, Ste 1	Louisville, KY 40218	Kris Schneider	502-385-0872	No	6
Career Fair - Louisville Urban League	1535 W Broadway	Louisville, KY 40203	Juanita Sands	502-561-6830	No	15
Career Fair - Job News	9000 Wessex Place Suite 202	Louisville, KY 40222	Emily Sackfield	502-415-7500	No	15
Career Fair - FirstSource	1661 Lyndon Farm Ct	Louisville, KY 40223	Karen Price	502-499-0855	No	3
Career Fair - Unidentified	na	na	na	na	No	18
Call Center Jobs	11414 W Center Rd S	Omaha, NE 68144	callcenterjobs.com	888-353-7529	No	1
Internal	na	na	na	na	No	51
Employee Referral	na	na	na	na	No	84
Southern Baptist Theological Seminary	2825 Lexington Rd	Louisville, KY 40280	Edie Glass	502-897-4721	No	4
Sullivan University	3101 Bardstown Rd	Louisville, KY 40205	Tara Pruitt	502-413-8600	No	1
University of Louisville	2011 S Brook St, Houchens Bldg, LL03	Louisville, KY 40292	Leslye Erickson	502-852-4740	No	0
Indiana Tech	11867 Commonwealth Dr	Jeffersontown, KY 40299	Rita Mallory	502-708-2363	No	0
LinkedIn*	2029 Stierlin Court	Mountain View, CA 94043	linkedin.com	312-650-7593	No	4
GlassDoor.com*	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	6
Veterans Affairs*	810 Vermont Ave NW	Washington, DC 204	va.gov		No	1
Bing*	1 Microsoft Way	Redmond, Wa 98052	bing.com	425-882-8080	No	4

Craig's List*	1381 9th Ave	San Francisco, CA 9	craigslist.com	415-566-6394	No	8
Facebook*	1601 S California Ave	Palo Alto, CA 94304	facebook.com	650-543-4800	No	56
GI Jobs*	420 Rouser Rd	Moon Township, PA	gjjobs.com	412-269-1663	No	7
Google*	1600 Amphitheatre P	Mountain View, CA 9	google.com	650-253-0000	No	50
Indeed*	470 West Ave Suite 2	Stamford, CT 06901	indeed.com	203-564-2418	No	122
Jobungo*	4533 MacArthur Blvd	Newport Beach, CA	jobungo.com		No	2
Kentucky Career Site	1121 Louisville Rd, S	Frankfort, KY 40601	focustalent.ky.gov	502-564-7046	No	3
Monster*	622 Third Ave, 39th F	New York, NY 10017	monster.com	212-351-7000	No	3
TV*	na	na	na	na	No	11
SnagaJob*	online only	online only	snagajob.com	800-732-7681	No	1
Referral*	na	na	na	na	No	465

* 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: Civil Treatment for Employees, 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 during this plan year included Supervisor Fundamentals. 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 Fairs (Job News)	01/27/16, 03/16/16, 05/18/16, 06/27/16	Community-wide career fairs, hosted by Job News.
5	Career Fairs (Louisville Urban League)	03/23/16, 06/29/16	Community-wide career fairs, hosted by the Louisville Urban League
6	Career Fair (FirstSource)	April 2016	When FirstSource announced a significant reduction in force, Charter held multiple hiring events at the FirstSource location.