

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
12435 - OPS Jefferson Cnty KY**

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

Total Number of Full-Time Vacancies Filled During This Period: 38
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 79

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

FULL-TIME VACANCIES FILLED

State KY
FCC Unit 12435 - OPS Jefferson Cnty KY

Req #	Job Title	Source	Interviewees Referred	Number Hired
1604675	Commercial NOC Tech II	Internal	2	2
		Charter.com	0	0
		Direct Employers	0	0
		GlassDoor.com	0	0
1604675 Total			2	2
1504988	Comm NOC Impact Analyst I	Internal	6	2
		Charter.com	1	0
		Direct Employers	0	0
		GlassDoor.com	0	0
1504988 Total			7	2
1603482	Comm NOC Impact Analyst I	Internal	3	0
		Charter.com	1	1
		Direct Employers	0	0
		GlassDoor.com	0	0
1603482 Total			4	1
1505125	Commercial NOC Spec I	Internal	1	1
		Charter.com	0	0
		Direct Employers	0	0
		GlassDoor.com	0	0
1505125 Total			1	1
1507134	Commercial NOC Spec I	Internal	2	1
		Charter.com	0	0
		Direct Employers	0	0

1507134	Commercial NOC Spec I	GlassDoor.com	0	0
1507134 Total			2	1
1603615	Commercial NOC Spec I	Internal	4	1
		Charter.com	0	0
		Direct Employers	0	0
		Referral*	1	0
		Local Job Network*	1	0
		Indeed*	1	0
		GlassDoor.com	0	0
1603615 Total			7	1
1505122	Commercial NOC Tech I	Internal	4	2
		Charter.com	0	0
		Direct Employers	0	0
		GlassDoor.com	0	0
1505122 Total			4	2
1505653	Commercial NOC Tech I	Internal	8	7
		Charter.com	1	1
		Direct Employers	0	0
		Referral*	1	1
		Indeed*	1	0
		GlassDoor.com	0	0
1505653 Total			11	9
1506261	Commercial NOC Tech I	Internal	5	1
		Charter.com	0	0
		Direct Employers	0	0
		Referral*	2	1
		Indeed*	1	1
		GlassDoor.com	0	0
1506261 Total			8	3
1507287	Commercial NOC Tech I	Internal	5	2
		Charter.com	0	0
		Direct Employers	0	0
		GlassDoor.com	0	0
1507287 Total			5	2
1505124	Commercial NOC Tech II	Internal	3	2
		Charter.com	0	0
		Direct Employers	0	0
		GlassDoor.com	0	0
1505124 Total			3	2
1505517	Commercial NOC Tech II	Internal	6	6
		Charter.com	0	0
		Direct Employers	0	0
		GlassDoor.com	0	0
1505517 Total			6	6
1602412	Customer Resolution Specialist	Internal	3	2
		Charter.com	0	0

1602412	Customer Resolution Specialist	Direct Employers	0	0
		GlassDoor.com	0	0
1602412 Total			3	2
1602298	Mgr, Commercial NOC	Internal	5	1
		Charter.com	0	0
		Direct Employers	0	0
		Referral*	1	1
		GlassDoor.com	0	0
1602298 Total			6	2
1507170	Network Compliance Analyst I	Internal	3	1
		Charter.com	2	0
		Direct Employers	0	0
		Referral*	2	0
		Local Job Network*	1	0
		Indeed*	1	0
		GlassDoor.com	0	0
1507170 Total			9	1
1603621	Network Operations Tech Lead	Internal	1	1
		Charter.com	0	0
		Direct Employers	0	0
		GlassDoor.com	0	0
1603621 Total			1	1
Grand Total			79	38

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	5
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
Local Job Network*					No	2
Indeed*	177 Broad St 6th Fl	Stamford, CT 06901	indeed.com	203-328-2691	No	4
Referral*	N/A	N/A	N/A	N/A	No	7

* 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.