

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 12502 - OPS St. Tammany Parish Cnty LA

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

Total Number of Full-Time Vacancies Filled During This Period: 27  
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 82

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

### FULL-TIME VACANCIES FILLED

State LA  
FCC Unit 12502 - OPS St. Tammany Parish Cnty LA

| Req #                | Job Title                       | Source             | Number                |          |
|----------------------|---------------------------------|--------------------|-----------------------|----------|
|                      |                                 |                    | Interviewees Referred | Hired    |
| 1501780              | Workforce Mgmt. Technical Coord | Charter.com        | 3                     | 1        |
|                      |                                 | Direct Employers   | 0                     | 0        |
| <b>1501780 Total</b> |                                 |                    | <b>3</b>              | <b>1</b> |
| 1505259              | Broadband Installer             | Direct Employers   | 0                     | 0        |
|                      |                                 | Indeed.com*        | 6                     | 3        |
| <b>1505259 Total</b> |                                 |                    | <b>6</b>              | <b>3</b> |
| 1506029              | Broadband Installer             | Charter.com        | 4                     | 0        |
|                      |                                 | Direct Employers   | 0                     | 0        |
|                      |                                 | Indeed.com*        | 4                     | 1        |
|                      |                                 | Employee Referral* | 2                     | 1        |
| <b>1506029 Total</b> |                                 |                    | <b>10</b>             | <b>2</b> |
| 1506860              | Broadband Installer             | Charter.com        | 5                     | 4        |
|                      |                                 | Direct Employers   | 0                     | 0        |
|                      |                                 | Indeed.com*        | 4                     | 0        |
|                      |                                 | Google.com*        | 1                     | 0        |
|                      |                                 | Employee Referral* | 1                     | 1        |
| <b>1506860 Total</b> |                                 |                    | <b>11</b>             | <b>5</b> |
| 1601315              | Broadband Installer             | Direct Employers   | 0                     | 0        |
|                      |                                 | Indeed.com*        | 4                     | 1        |
|                      |                                 | Google.com*        | 1                     | 1        |
|                      |                                 | Employee Referral* | 1                     | 0        |
| <b>1601315 Total</b> |                                 |                    | <b>6</b>              | <b>2</b> |
| 1602032              | Broadband Installer             | Charter.com        | 1                     | 0        |

|                      |                         |                    |           |           |
|----------------------|-------------------------|--------------------|-----------|-----------|
| 1602032              | Broadband Installer     | Direct Employers   | 0         | 0         |
|                      |                         | Indeed.com*        | 1         | 0         |
|                      |                         | Employee Referral* | 1         | 1         |
| <b>1602032 Total</b> |                         |                    | <b>3</b>  | <b>1</b>  |
| 1602406              | Broadband Installer     | Charter.com        | 1         | 1         |
|                      |                         | Direct Employers   | 0         | 0         |
| <b>1602406 Total</b> |                         |                    | <b>1</b>  | <b>1</b>  |
| 1603188              | Broadband Installer     | Charter.com        | 1         | 0         |
|                      |                         | Direct Employers   | 0         | 0         |
|                      |                         | Indeed.com*        | 1         | 1         |
|                      |                         | Google.com*        | 2         | 1         |
|                      |                         | Employee Referral* | 3         | 1         |
| <b>1603188 Total</b> |                         |                    | <b>7</b>  | <b>3</b>  |
| 1604548              | Broadband Installer     | Charter.com        | 2         | 2         |
|                      |                         | Direct Employers   | 0         | 0         |
| <b>1604548 Total</b> |                         |                    | <b>2</b>  | <b>2</b>  |
| 1604967              | Broadband Installer     | Charter.com        | 2         | 2         |
|                      |                         | Direct Employers   | 0         | 0         |
| <b>1604967 Total</b> |                         |                    | <b>2</b>  | <b>2</b>  |
| 1603676              | CB Broadband Technician | Direct Employers   | 0         | 0         |
| <b>1603676 Total</b> |                         |                    | <b>0</b>  | <b>0</b>  |
| 1507056              | Dispatcher I            | Charter.com        | 1         | 1         |
|                      |                         | Direct Employers   | 0         | 0         |
| <b>1507056 Total</b> |                         |                    | <b>1</b>  | <b>1</b>  |
| 1601060              | Sup, Technical Service  | Charter.com        | 16        | 0         |
|                      |                         | Direct Employers   | 0         | 0         |
|                      |                         | Employee Referral* | 1         | 1         |
| <b>1601060 Total</b> |                         |                    | <b>17</b> | <b>1</b>  |
| 1602212              | Sup, Technical Service  | Charter.com        | 6         | 1         |
|                      |                         | Direct Employers   | 0         | 0         |
|                      |                         | Indeed.com*        | 2         | 0         |
| <b>1602212 Total</b> |                         |                    | <b>8</b>  | <b>1</b>  |
| 1505419              | System Technician I     | Charter.com        | 3         | 1         |
|                      |                         | Direct Employers   | 0         | 0         |
| <b>1505419 Total</b> |                         |                    | <b>3</b>  | <b>1</b>  |
| 1505501              | System Technician I     | Charter.com        | 2         | 1         |
|                      |                         | Direct Employers   | 0         | 0         |
| <b>1505501 Total</b> |                         |                    | <b>2</b>  | <b>1</b>  |
| <b>Grand Total</b>   |                         |                    | <b>82</b> | <b>27</b> |

**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                               | 47                               |
| 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                               |                                  |
| Indeed.com*                       |                                   |                         |                       |                         |                                  | 22                               |
| Google.com*                       |                                   |                         |                       |                         |                                  | 4                                |
| Employee Referral*                |                                   |                         |                       |                         |                                  | 9                                |

\* 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 | Career Pathing Program                           | Ongoing | Allows BBT and Maintenance Technicians the ability to self - promote.   |
| 5 | Jones/NCTI University                            | Ongoing | Charter pays for the cost of this program to allow our employee's to take classes designed to increase their knowledge in the cable industry.   |

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## 2016 FCC EEO Public File Report for Charter Communications 12502 - OPS St. Tammany Parish Cnty LA

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

Total Number of Full-Time Vacancies Filled During This Period: 20  
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 47

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

### FULL-TIME VACANCIES FILLED

State LA  
FCC Unit 12502 - OPS St. Tammany Parish Cnty LA

| Req #                | Job Title                  | Source            | Number                |          |
|----------------------|----------------------------|-------------------|-----------------------|----------|
|                      |                            |                   | Interviewees Referred | Hired    |
| 1506024              | Business Account Executive | CareerBuilder.com | 1                     | 1        |
|                      |                            | Charter.com       | 1                     | 0        |
|                      |                            | Direct Employers  | 0                     | 0        |
|                      |                            | Charter TV        | 1                     | 0        |
| <b>1506024 Total</b> |                            |                   | <b>3</b>              | <b>1</b> |
| 1503142              | Direct Sales Rep           | CareerBuilder.com | 2                     | 1        |
|                      |                            | Monster           | 1                     | 0        |
|                      |                            | Charter.com       | 3                     | 2        |
|                      |                            | Direct Employers  | 0                     | 0        |
|                      |                            | Referral*         | 9                     | 2        |
| <b>1503142 Total</b> |                            |                   | <b>15</b>             | <b>5</b> |
| 1504952              | Direct Sales Rep           | Charter.com       | 1                     | 0        |
|                      |                            | Direct Employers  | 0                     | 0        |
|                      |                            | Referral*         | 3                     | 3        |
| <b>1504952 Total</b> |                            |                   | <b>4</b>              | <b>3</b> |
| 1601140              | Direct Sales Rep           | Indeed            | 1                     | 1        |
|                      |                            | LinkedIn          | 1                     | 0        |
|                      |                            | Monster           | 1                     | 0        |
|                      |                            | Charter.com       | 3                     | 2        |
|                      |                            | Direct Employers  | 0                     | 0        |
| <b>1601140 Total</b> |                            |                   | <b>6</b>              | <b>3</b> |
| 1603039              | Direct Sales Rep           | Indeed            | 2                     | 1        |
|                      |                            | Charter.com       | 2                     | 1        |

|                      |                                |                  |           |          |
|----------------------|--------------------------------|------------------|-----------|----------|
| 1603039              | Direct Sales Rep               | Direct Employers | 0         | 0        |
|                      |                                | Referral*        | 5         | 3        |
|                      |                                | Charter TV       | 1         | 0        |
| <b>1603039 Total</b> |                                |                  | <b>10</b> | <b>5</b> |
| 1604141              | Mgr, Sales Business Accounts   | Indeed           | 1         | 0        |
|                      |                                | LinkedIn         | 1         | 0        |
|                      |                                | Charter.com      | 1         | 1        |
|                      |                                | Direct Employers | 0         | 0        |
| <b>1604141 Total</b> |                                |                  | <b>3</b>  | <b>1</b> |
| 1507186              | Mgr, Sales I -Direct Sales-SFU | Indeed           | 1         | 1        |
|                      |                                | Charter.com      | 1         | 0        |
|                      |                                | Direct Employers | 0         | 0        |
| <b>1507186 Total</b> |                                |                  | <b>2</b>  | <b>1</b> |
| 1601888              | Sup, Direct Sales I-SFU        | Beyond.com       | 1         | 0        |
|                      |                                | Charter.com      | 2         | 0        |
|                      |                                | Direct Employers | 0         | 0        |
|                      |                                | Referral*        | 1         | 1        |
| <b>1601888 Total</b> |                                |                  | <b>4</b>  | <b>1</b> |
| Grand Total          |                                |                  | 47        | 20       |

**RECRUITMENT SOURCE LIST**

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| Beyond*                           |                                   |                         |                       |                         |                                  | 1                                |
| CareerBuilder*                    |                                   |                         |                       |                         |                                  | 3                                |
| Indeed*                           |                                   |                         |                       |                         |                                  | 5                                |
| Monster*                          |                                   |                         |                       |                         |                                  | 2                                |
| Charter TV                        |                                   |                         |                       |                         |                                  | 1                                |
| Employee Referral                 |                                   |                         |                       |                         |                                  | 18                               |

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