

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 12509 - OPS Middlesex Cnty MA

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

Total Number of Full-Time Vacancies Filled During This Period: 2
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 4

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

FULL-TIME VACANCIES FILLED

State MA
FCC Unit 12509 - OPS Middlesex Cnty MA

Req #	Job Title	Source	Interviewees Referred	Number Hired
1507264	Broadband Installer	Charter.com	0	0
		Direct Employers	0	0
		Indeed*	1	1
		Charter Intranet	0	0
		Nashoba Valley Chamber of Commerce	0	0
		Western New England College	0	0
		Mount Wachusett Community College	0	0
		Pepperell Town Veteran's Agent	0	0
		Leominster Workforce Central	0	0
		Nashoba Valley Technical High School	0	0
		Center for Technical Education at Leominster High School	0	0
		Montachusett Regional Vocational Technical School	0	0
		Outside Referral*	1	0
		Nashoba Valley Job Fair 03/04/16	0	0
		Craigslist	0	0
GlassDoor.com	0	0		
1507264 Total			2	1
1504527	System Technician I	Charter.com	0	0
		Direct Employers	0	0
		Charter Intranet	1	1
		Nashoba Valley Chamber of Commerce	0	0
		Western New England College	0	0
		Mount Wachusett Community College	0	0

1504527	System Technician I	Pepperell Town Veteran's Agent	0	0
		Leominster Workforce Central	0	0
		Nashoba Valley Technical High School	0	0
		Center for Technical Education at Leominster High School	0	0
		Montachusett Regional Vocational Technical School	0	0
		Outside Referral*	1	0
		Monster.com	0	0
		Craigslist	0	0
		GlassDoor.com	0	0
1504527 Total			2	1
Grand Total			4	2

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	0
Charter Intranet					No	1
Outside Referral*					No	2
Indeed*					No	1
Craigslist					No	0
Nashoba Valley Job Fair 03/04/16	Devens Common Center	Devens, MA			No	0
Monster.com					No	0
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941			No	0
Nashoba Valley Chamber of Commerce	2 Shaker Road B200	Shirley, MA 01464	Melissa Fetterhoff	<u>978-772-6975</u>	No	0
Western New England College	1215 Wilbraham Road	Springfield, MA 01119		978-772-3212	No	0
Mount Wachusett Community College	444 Green Street	Gardner, MA 01440	Patricia J. Brewerton,	978.630.9254	No	0
Pepperell Town Veteran's Agent	1 Main Street #R	Pepperell, MA 01463		978-433-0342	No	0
Leominster Workforce Central	1355 Central Street	Leominster, MA 01453	Scott Percifull	978-534-1023	No	0
Nashoba Valley Technical High School	100 Littleton Road	Westford, MA 01886		978- 692-4711	No	0
Center for Technical Education at Leominster High School	122 Granite Street	Leominster, MA 01453		978- 534-7715	No	0
Montachusett Regional Vocational Technical School	1050 Westminster Street	Fitchburg, MA 01420		978- 345-9200	No	0

* 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	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	North Central Career Center Job Fair	11/6/2015	General Population Job Fair
7	Nashoba Valey Job Fair - Devens Common Center	3/4/2016	General Population Job Fair
8	Workforce Central Career Center 6th Annual DCU Center Spring Job Fair	5/13/2016	General Population Job Fair