

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  
12364 - COE Kent Cnty MI**

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

Total Number of Full-Time Vacancies Filled During This Period: **412**  
 Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: **579**

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

**FULL-TIME VACANCIES FILLED**

State MI  
 FCC Unit 12364 - COE Kent Cnty MI

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1505558	Assoc Accounts Rec. Specialist	RecruitMilitary	0	0
		Internal	1	1
		Multichannel News	0	0
		Charter.com	0	0
		Direct Employers	0	0
		Referral*	1	0
		Indeed*	1	0
		localjobnetwork.com*	1	0
<b>1505558 Total</b>			<b>4</b>	<b>1</b>
1506036	Assoc Accounts Rec. Specialist	RecruitMilitary	0	0
		Multichannel News	0	0
		Charter.com	1	0
		Direct Employers	0	0
		Cable Fax	0	0
		GlassDoor.com	1	1
<b>1506036 Total</b>			<b>2</b>	<b>1</b>
1506300	Assoc Accounts Rec. Specialist	Internal	3	1
		Charter.com	1	0
		Direct Employers	1	0
		Referral*	1	0
		Indeed*	3	1
		localjobnetwork.com*	1	0

<b>1506300 Total</b>			<b>10</b>	<b>2</b>
1603540	Mgr, Sales Support	Internal	3	1
<b>1603540 Total</b>			<b>3</b>	<b>1</b>
1602052	Rep, Sales Support		19	17
<b>1602052 Total</b>			<b>19</b>	<b>17</b>
1603404	Rep, Sales Support		12	11
<b>1603404 Total</b>			<b>12</b>	<b>11</b>
1603670	Sup, Sales Support	Internal	1	1
<b>1603670 Total</b>			<b>1</b>	<b>1</b>
1604093	Sup, Sales Support	Internal	1	1
<b>1604093 Total</b>			<b>1</b>	<b>1</b>
1501418	Dir, Human Resources I	Charter.com	3	0
		Grand Rapids Community College Job Fair	0	0
		Employee Referral	0	0
		Indeed.com*	4	1
		Facebook.com*	1	0
<b>1501418 Total</b>			<b>8</b>	<b>1</b>
1601494	Dir, Human Resources I	Charter.com	0	0
		Employee Referral	1	1
		Google.com*	0	0
		Craigslist.com	0	0
<b>1601494 Total</b>			<b>1</b>	<b>1</b>
1505351	HR Coordinator I	Employee Referral	4	1
<b>1505351 Total</b>			<b>4</b>	<b>1</b>
1505352	Inbound Retention Rep	Employee Referral	3	3
<b>1505352 Total</b>			<b>3</b>	<b>3</b>
1505462	Inbound Retention Rep	Charter.com	12	9
		Employee Referral	23	22
		Indeed.com*	19	14
		Google.com*	1	1
		CareerBuilder.com*	1	1
		Michigan Works	1	1
		Craigslist.org	2	2
<b>1505462 Total</b>			<b>59</b>	<b>50</b>
1506841	Inbound Retention Rep	Charter.com	1	1
		Billboard	1	1
		Employee Referral	21	18
		Facebook.com*	1	1
		Television Advertisement*	3	2
		Craigslist.org	1	1
<b>1506841 Total</b>			<b>28</b>	<b>24</b>
1507138	Inbound Retention Rep	Internal	1	1
		Charter.com	13	12
		Employee Referral	40	36
		GlassDoor.com*	1	0
		Indeed.com*	23	18

1507138	Inbound Retention Rep	Michigan Works	1	1
		Beyond.com*	1	1
		Monster.com	1	1
		ZipRecruiter.com	1	1
		TAonline.com*	1	1
		Craigslist.org	9	8
<b>1507138 Total</b>			<b>92</b>	<b>80</b>
1602435	Inbound Retention Rep	Charter.com	7	5
		Employee Referral	21	11
		Indeed.com*	4	3
		Google.com*	2	1
		Facebook.com*	2	0
		Michigan Works	5	3
		MITalent.org	1	1
		Radio Advertisement*	1	1
		Craigslist.org	2	0
<b>1602435 Total</b>			<b>45</b>	<b>25</b>
1603096	Inbound Retention Rep	Internal	1	1
		Charter.com	12	9
		Billboard	1	1
		Employee Referral	50	45
		Indeed.com*	31	29
		Facebook.com*	2	2
		CareerBuilder.com*	1	1
		Michigan Works	1	1
		Television Advertisement*	1	1
		Monster.com	1	1
		MITalent.org	4	4
		Radio Advertisement*	1	1
		On-Site Career Fair	3	3
		Craigslist.org	5	3
<b>1603096 Total</b>			<b>114</b>	<b>102</b>
1604074	Inbound Retention Rep	Internal	1	1
		Charter.com	27	11
		Billboard	1	0
		Grand Valley State University Job Fair	1	1
		Employee Referral	22	13
		GlassDoor.com*	1	0
		Indeed.com*	42	19
		Google.com*	1	0
		Facebook.com*	4	1
		Michigan Works	1	0
		Beyond.com*	1	1
		Monster.com	3	3
		ZipRecruiter.com	1	1
		MITalent.org	2	2

1604074	Inbound Retention Rep	Radio Advertisement* Craigslist.org	1 2	1 0
<b>1604074 Total</b>			<b>111</b>	<b>54</b>
1506960	Mgr, Business Controls	Indeed.com*	2	1
<b>1506960 Total</b>			<b>2</b>	<b>1</b>
1601249	Mgr, Facilities	Indeed.com* Craigslist.org	1 1	1 0
<b>1601249 Total</b>			<b>2</b>	<b>1</b>
1506961	Operations Analyst I	Charter.com Employee Referral Google.com*	2 3 1	1 0 0
<b>1506961 Total</b>			<b>6</b>	<b>1</b>
1507315	Rep, Sales Support		22	21
<b>1507315 Total</b>			<b>22</b>	<b>21</b>
1507266	Sup, Retention	Internal Charter.com	3 1	1 1
<b>1507266 Total</b>			<b>4</b>	<b>2</b>
1601423	Sup, Retention	Internal	1	1
<b>1601423 Total</b>			<b>1</b>	<b>1</b>
1602756	Sup, Retention	Internal Indeed.com* Job Board	6 2 2	2 1 0
<b>1602756 Total</b>			<b>10</b>	<b>3</b>
1506765	Sup, Sales Support	Internal	1	1
<b>1506765 Total</b>			<b>1</b>	<b>1</b>
1504977	Trainer I	Internal (blank) Job Board	1 4 1	0 0 1
<b>1504977 Total</b>			<b>6</b>	<b>1</b>
1601728	Trainer I	Internal	1	1
<b>1601728 Total</b>			<b>1</b>	<b>1</b>
1603213	Trainer I	Internal	1	1
<b>1603213 Total</b>			<b>1</b>	<b>1</b>
1505147	Workforce Mgmt Care Coord I	Internal Job Board	4 1	1 0
<b>1505147 Total</b>			<b>5</b>	<b>1</b>
1603107	Workforce Mgmt Care Coord I	Job Board	1	1
<b>1603107 Total</b>			<b>1</b>	<b>1</b>
<b>Grand Total</b>			<b>579</b>	<b>412</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	0
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	0
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	1
localjobnetwork.com*	N/A	N/A	N/A	N/A	N/A	0
Multichannel News	N/A	N/A	N/A	N/A	N/A	0
Cable Fax	N/A	N/A	N/A	N/A	N/A	0
Indeed	6433 Champion Grandview Way, Building 1	Austin, TX 78750	indeed.com	N/A	No	42
JM Search	1045 First Avenue	King of Prussia, PA 19406		610-964-0200	No	2
Young Women's Christian Association	25 Sheldon Blvd. SE	Grand Rapids, MI 49503	ywcawcmi.org	616-459-4681	No	0
Career Matrix	1514 Wealthy St. SE Suite 258	Grand Rapids, MI 49506	careermatrix.com	616-241-1638	No	0
Craigslist	N/A	N/A	craigslist.org	N/A	No	13
Michigan Works	215 Straight Ave. NW	Grand Rapids, MI 49504	westmiworks.org	616-336-4460	No	6
MI Talent	201 N. Washington Sq.	Lansing, MI 48913	MITalent.org	888-522-0103	No	1
Monster	N/A	N/A	monster.com	N/A	No	1
Radio*	N/A	N/A	N/A	N/A		2
TAOnline*	51 Mill Street Bldg E, Suite 21	Hanover, MA 02339	TAOnline.com	404-806-2005		1
ZipRecruiter	1453 3rd Street Promenade #335	Santa Monica, CA 90401	ZipRecruiter.com	877-252-1062		1
Television Advertisement*	N/A	N/A	N/A	N/A	No	4
Billboard	665 Seward NW Suite 402	Grand Rapids, MI 49504	GROutdoor.com	616-874-8283	No	2
Career Builder	200 N La Salle St. SE Ste 1100	Chicago, IL 60601	careerbuilder.com	800-638-4212		2

Employee Referral*	3355 Walker Ave. NW	Walker, MI 49544	Megan Graham	616-647-6060		79
Facebook	1601 Willow Rd.	Menlo Park, CA 94025	facebook.com	650-543-4800		9
Grand Valley State University	1 Campus Dr.	Allendale, MI 49401	lakerjobs.com	616-331-5000	No	1
Handshake	N/A	N/A	joinhandshake.com	N/A	No	0
Google*	N/A	N/A	google.com	N/A	No	3

**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	Michigan Works Employer of the Day Event	10/29/2015, 1/14/2016, 1/28/2016,	Career Fairs
5	On-Site Career Fairs	1/29/2015, 2/12/2016, 3/18/2015, 6/7/2016,	Career Fairs
6	Recruitment Flag	Ongoing	Displayed "Now Hiring" recruitment flag outside of our location.
7	Recruitment Cards	Ongoing	Placed recruitment cards at various locations, such as restaurants and state job board departments.
8	Grand Valley State University Career Fair	2/25/2016	Career Fair
9	Davenport University Career Fair	2/15/2016	Career Fair
10	Grand Rapids Community College	11/3/2015	Career Fair
11	Veterans Job Seekers Club	1/7/2016 & 3/17/2016	The Veteran's Job Seekers Club is organized by Michigan Works. It is a monthly meeting where featured employers meet with veterans and discuss job opportunities in the community.
12	Recruitment Yard Signs	Ongoing	Yard signs that have been placed throughout the surrounding Grand Rapids area.