

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 12390 - CM Kent Cnty MI

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: 15

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

FULL-TIME VACANCIES FILLED

State MI
FCC Unit 12390 - CM Kent Cnty MI

Req #	Job Title	Source	Interviewees Referred	Number	
				Hired	
1604024	Account Coordinator	CableFax	0	0	
		Glassdoor	0	0	
		LinkedIn	0	0	
		RecruitMilitary	0	0	
		Charter.com	0	0	
		Direct Employers	0	0	
		Referral*	2	1	
		Multi-Channel News	0	0	
		Central Michigan University	0	0	
		Ferris State University	0	0	
		Grand Valley State University	0	0	
1604024 Total			2	1	
1504126	Mgr, Local Sales I	CableFax	0	0	
		Glassdoor	1	0	
		LinkedIn	4	0	
		RecruitMilitary	0	0	
		Internal	1	0	
		Charter.com	0	0	
		Direct Employers	0	0	
		Referral*	3	1	
Multi-Channel News	0	0			

1504126	Mgr, Local Sales I	Grand Valley State University	0	0
		Indeed.com*	2	0
		Google*	1	0
		MediaRecruiter	1	0
		Hispanic Center of Western Michigan	0	0
		Ranken Technical College Job Fair	0	0
		Southwestern Illinois College 11th Annual Veterans Hiring Even	0	0
1504126 Total			13	1
Grand Total			15	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
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	4
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	1
Referral*					No	5
Indeed.com*					No	2
Google*					No	1
MediaRecruiter					No	1
Internal					No	1
Central Michigan University	1200 S. Franklin St.	Mt. Pleasant, MI 48859	Diane Prenkert	988-774-3068	No	0
Ferris State University	1201 S. State St.	Big Rapids, MI 49307	Career Services	231-591-2000	No	0
Grand Valley State University	1 Campus Dr.	Allendale, MI 49401	Career Services	616-331-6708	No	0
Hispanic Center of Western Michigan	1204 Grandville Ave.	Grand Rapids, MI 49503	Deisy Madrigal		No	0
Ranken Technical College Job Fair	4431 Finney Ave.	St. Louis, MO 63113	Janie Summers	314-286-3665	No	0
Southwestern Illinois College 11th Annual Veterans Hiring Event	2500 Carlyle Ave.	Belleville, IL 62221	Career Services		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	Lynda.com Training	Ongoing	Online courses for creative services staff to increase their knowledge and skills
5	PSS Training	10/28/2015	Sales training designed to increase sales executives knowledge of tactics
6	Spectrum Selling	8/24/2016	Sales training designed for sales staff on selling our products
7	Digital Sales Accelerator Training	Ongoing	Training designed to explore current digital landscape and digital sales
8	Ranken Technical College Job Fair	6/24/2015	Career Fair
9	Southwestern Illinois College 11th Annual Veterans Hiring Event	11/4/2015	Career Fair