

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  
12517 - OPS Genesee Cnty MI**

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

Total Number of Full-Time Vacancies Filled During This Period: 17  
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 152

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

**FULL-TIME VACANCIES FILLED**

State MI  
FCC Unit 12517 - OPS Genesee Cnty MI

Req #	Job Title	Source	Interviewees Referred	Number
				Hired
1504323	Broadband Installer	Charter.com	16	1
		Direct Employers	0	0
		RecruitMilitary.Com	0	0
		Baker College	1	0
		ITT Tech - Swartz Creek	1	0
		The Flint Journal	0	0
		GlassDoor.Com	2	0
		Indeed.Com	11	2
		Monster.Com	1	0
		Employee Referral*	11	2
		Pure Michigan Talent Connect	2	0
<b>1504323 Total</b>			<b>45</b>	<b>5</b>
1505961	Broadband Installer	Internal	1	1
		Charter.com	6	1
		Direct Employers	0	0
		RecruitMilitary.Com	0	0
		Baker College	0	0
		ITT Tech - Swartz Creek	0	0
		The Flint Journal	1	0
		GlassDoor.Com	1	0
		Indeed.Com	10	1
		Tri County Times	1	0

1505961 Broadband Installer	Employee Referral*	3	0
	Pure Michigan Talent Connect	2	1
<b>1505961 Total</b>		<b>25</b>	<b>4</b>
1601047 Broadband Installer	Charter.com	5	0
	Direct Employers	0	0
	RecruitMilitary.Com	0	0
	Baker College	2	0
	ITT Tech - Swartz Creek	0	0
	The Flint Journal	0	0
	GlassDoor.Com	2	1
	Indeed.Com	6	1
	Employee Referral*	8	0
	Pure Michigan Talent Connect	2	0
<b>1601047 Total</b>		<b>25</b>	<b>2</b>
1601149 System Technician I	Internal	4	1
	Charter.com	1	0
	Direct Employers	0	0
	RecruitMilitary.Com	0	0
	Baker College	0	0
	ITT Tech - Swartz Creek	0	0
	The Flint Journal	0	0
	Mlive.Com	0	0
	Employee Referral*	1	0
	Pure Michigan Talent Connect	0	0
<b>1601149 Total</b>		<b>6</b>	<b>1</b>
1602706 Broadband Installer	Internal	2	1
	Charter.com	6	0
	Direct Employers	0	0
	RecruitMilitary.Com	0	0
	Baker College	0	0
	ITT Tech - Swartz Creek	0	0
	The Flint Journal	0	0
	Indeed.Com	3	0
	Mlive.Com	0	0
	The Oxford Leader	0	0
	The Citizen	0	0
	Employee Referral*	6	0
	Pure Michigan Talent Connect	2	0
<b>1602706 Total</b>		<b>19</b>	<b>1</b>
1603211 Broadband Installer	Charter.com	9	0
	Direct Employers	0	0
	RecruitMilitary.Com	0	0
	Baker College	0	0
	ITT Tech - Swartz Creek	0	0
	The Flint Journal	0	0
	Indeed.Com	9	1

1603211 Broadband Installer	Mlive.Com	0	0
	Employee Referral*	4	0
	Pure Michigan Talent Connect	0	0
<b>1603211 Total</b>		<b>22</b>	<b>1</b>
1602718 Maintenance Technician	Internal	1	1
	Charter.com	2	1
	Direct Employers	0	0
	RecruitMilitary.Com	0	0
	The Flint Journal	0	0
	GlassDoor.Com	1	0
	Monster.Com	1	0
	Mlive.Com	0	0
	The Oxford Leader	0	0
	The Citizen	0	0
	The Lake Orion Review	0	0
	The Clarkston News	0	0
	The Penny Hoarder	0	0
	Employee Referral*	1	0
	Pure Michigan Talent Connect	0	0
<b>1602718 Total</b>		<b>6</b>	<b>2</b>
1602900 Mgr, Safety	Internal	4	1
	Direct Employers	0	0
<b>1602900 Total</b>		<b>4</b>	<b>1</b>
Grand Total		152	17

**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>
Action Management Corporation	<a href="#">711 N. Saginaw Street</a>	Flint, MI 48503	Michael Twine	810-233-5974 X111	No	0
Ann Arbor News	<a href="mailto:recruit@boothmichigan.com">recruit@boothmichigan.com</a>	Ann Arbor, MI 48104	Classified Dept		No	0
Baker College Career Fair	<a href="#">1050 W. Bristol Road</a>	Flint, MI	Kris Nevala	810-766-2174	No	1
Baker College HireQualified	<a href="http://www.hirequalified.org">www.hirequalified.org</a>				No	2
Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	45
County Press	P.O. Box 220, 1521 Imlay City Road	Lapeer, MI 48446	<a href="mailto:tpoppeck@mihomepaper.com">tpoppeck@mihomepaper.com</a>	810-664-0811	No	0
Direct Employers Association	9002 N. Purdue Rd., Ste. 100	Indianapolis, IN 46228	directemployers.org	317-874-9000	No	0
Employee Referral					No	34
Flint Journal	200 East 1st Street	Flint, MI 48502	Classified Dept	810-766-6100	No	1
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	6
Indeed.Com*					No	39
Internal					No	12
ITT Technical Institute/Canton Campus	1905 S. Haggerty Rd.	Canton, MI 48188	<a href="mailto:jfairbanks@itt-tech.edu">jfairbanks@itt-tech.edu</a>	734-394-2309	No	0
ITT Technical Institute/Dearborn Campus	19855 W. Outer Dr., #L10W	Dearborn, MI 48124	<a href="mailto:jvisnaw@itt-tech.edu">jvisnaw@itt-tech.edu</a>	313-792-2020	No	0
ITT Technical Institute/Maumee, OH Campus	1656 Henthorne Drive	Maumee, OH 43537	<a href="mailto:junger@itt-Tech.edu">junger@itt-Tech.edu</a>	419-861-6500	No	0
ITT Technical Institute/Swartz Creek Campus	6359 Miller Road	Swartz Creek, MI 48473	<a href="mailto:atherrien@itt-tech.edu">atherrien@itt-tech.edu</a>	810-628-2549	No	1
LA View	P.O. Box 220, 1521 Imlay City Road	Lapeer, MI 48446	<a href="mailto:tpoppeck@mihomepaper.com">tpoppeck@mihomepaper.com</a>	810-664-0811	No	0
LinkedIn	2029 Stierlin Court	Mountain View, CA 94043	linkedin.com	312-650-7593	No	0

Local Job Network	Online	Detroit, MI	michiganjobnetwork.com	800-984-3775	No	0
Monster.Com*	Monster.com				No	2
NACE Link Network - University of MI - Flint*					No	0
Pure Michigan Talent Connect	<a href="http://www.mitalent.org">www.mitalent.org</a>	Michigan		888-285-9675	No	8
RecruitMilitary	422 West Loveland Ave.	Loveland, OH 45140	Recruitmilitary.com	513-683-5020	No	0
Referral*					No	0
Saginaw News	<a href="mailto:recruit@boothmichigan.com">recruit@boothmichigan.com</a>		Classified Dept		No	0
The Lake Orion Review	30 N. Broadway Street	Lake Orion, Mi 48362	Eric Lewis	248-693-8331	No	0
The Oxford Leader	31 N. Broadway Street	Lake Orion, Mi 48363	Eric Lewis	248-693-8332	No	0
TV Ads		St. Louis, MO 63131			No	0
Tri County Times	256 N. Fenway Drive	Fenton, MI 48430	Classified Dept	810-629-8282	No	1
University of Phoenix					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.



152

**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	Participation in at least two job fairs by unit personnel who have substantial responsibility in the making of hiring decisions.	Various	Charter Communications participated in multiple job fairs throughout the Michigan market. Those have included: Baker College Job Fair, Flint, MI; Baker College Job Fair, Muskegon; Jobs for Vets Job Fair, Traverse City, MI; Northwestern Michigan College Job Fair, Traverse City, MI; Veteran's Job Fair, Muskegon; Americans with Disabilities Act Celebration; Southwest Michigan Job Fair, Kalamazoo; Genesee County's CARD/Head Start Job Fair; SVSU 2016 Spring Employment Fair, Saginaw
5	Training & Career Progression for Technicians	Ongoing	The Charter Career Progression Program for Broadband/Maintenance Technicians that offers our technicians a well-defined opportunity for job and salary advancement. The program outlines a structured career path and provides an environment in which they are recognized for their craftsmanship and contributions to Charter's success. It also provides motivation, recognition and rewards for employees who consistently exceed our expectations. Additionally, the program will improve our ability to attract talent to Charter by providing those individuals with a competitive compensation structure and formal career path.