

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 12525 - OPS Delta Cnty MI

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

Total Number of Full-Time Vacancies Filled During This Period: 4  
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 29

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

### FULL-TIME VACANCIES FILLED

State MI  
FCC Unit 12525 - OPS Delta Cnty MI

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1505172	Broadband Installer	Craig's List	1	0
		Internal	1	1
		Charter.com	1	0
		Direct Employers	0	0
		Employee Referral*	2	0
		Monster.com	1	0
<b>1505172 Total</b>			<b>6</b>	<b>1</b>
1507195	Broadband Installer	Local Job Network	1	0
		Charter.com	1	0
		Direct Employers	0	0
		Employee Referral*	1	1
		Indeed.com	4	0
<b>1507195 Total</b>			<b>7</b>	<b>1</b>
1602446	Broadband Installer	Local Job Network	1	0
		Charter.com	1	0
		Direct Employers	0	0
		Indeed.com	2	0
		Monster.com	1	0
		Pure Michigan Talent Connect	2	1
<b>1602446 Total</b>			<b>7</b>	<b>1</b>
1505879	Field Auditor	Local Job Network	4	1
		Charter.com	1	0

1505879	Field Auditor	Direct Employers	0	0
		Employee Referral*	1	0
		Indeed.com	1	0
		Pure Michigan Talent Connect	2	0
<b>1505879 Total</b>			<b>9</b>	<b>1</b>
Grand Total			29	4

**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	4
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	0
Craig's List	Craigslist.com		Online posting		No	1
Employee Referral*					No	4
Indeed.com*	<a href="http://www.indeed.com">www.indeed.com</a>		Website Posting	Internet Source	No	7
Internal					No	1
Local Job Network*	Online	Detroit, MI	michiganjobnetwork.com	800-984-3775	No	6
Monster.com*	Online				No	2
Pure Michigan Talent Connect*	<a href="http://www.mitalent.org">www.mitalent.org</a>	Michigan		888-285-9675	No	4

\* 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	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.

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 12525 - OPS Delta Cnty MI

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

Total Number of Full-Time Vacancies Filled During This Period: 5  
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 12

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

### FULL-TIME VACANCIES FILLED

State MI  
FCC Unit 12525 - OPS Delta Cnty MI

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1504547	Direct Sales Rep	Direct Employers Referral*	0 1	0 1
<b>1504547 Total</b>			<b>1</b>	<b>1</b>
1506329	Direct Sales Rep	Direct Employers MI Works	0 1	0 1
<b>1506329 Total</b>			<b>1</b>	<b>1</b>
1601582	Direct Sales Rep	Direct Employers Referral*	0 1	0 1
<b>1601582 Total</b>			<b>1</b>	<b>1</b>
1506387	Store Associate	Indeed Monster Direct Employers Referral* MI Works	2 1 0 1 1	0 0 0 1 0
<b>1506387 Total</b>			<b>5</b>	<b>1</b>
1601455	Store Associate	Indeed Charter.com Direct Employers MI Works	1 1 0 2	0 0 0 1
<b>1601455 Total</b>			<b>4</b>	<b>1</b>
<b>Grand Total</b>			<b>12</b>	<b>5</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	1
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	
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	0
Indeed*						3
MI Works						4
Monster*						1
Employee Referral						3

\* 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 Progression for Store Employees	Ongoing	The <i>Charter Store Career Progression Program</i> offers our Store Representatives a well-defined opportunity for job and salary advancement. Representatives will soon have a clear path for advancing to the newly created position of <b>Store Specialist</b> , and that path will be identical for every current Representative. The program outlines a structured career path for Store Representatives and provides an environment in which they are recognized for their 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 top sales talent to Charter by providing those individuals with a competitive compensation structure and formal career path.