

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
12534 - OPS Isabella Cnty MI**

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

Total Number of Full-Time Vacancies Filled During This Period: 10
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 86

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

FULL-TIME VACANCIES FILLED

State MI
FCC Unit 12534 - OPS Isabella Cnty MI

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1503042	Broadband Installer	Internal	2	1
		Charter.Com	10	1
		Direct Employers	0	0
		Indeed.Com	6	0
		RecruitMilitary.Com	0	0
		Baker College	0	0
		The Morning Sun	0	0
		Pure Michigan Talent Connect	5	1
		Employee Referral*	8	2
	TV Ad	3	1	
1503042 Total			34	6
1601853	Broadband Installer	Internal	1	1
		Charter.Com	8	0
		Direct Employers	0	0
		Indeed.Com	1	0
		RecruitMilitary.Com	0	0
		Baker College	0	0
		The Morning Sun	0	0
		Monster.Com	1	0
		ITT Technical Institute	0	0
		Pure Michigan Talent Connect	1	0
	Employee Referral*	6	1	

1601853 Total		18	2
1602039 Sup, Technical Service	Internal	26	1
	Charter.Com	0	0
	Direct Employers	0	0
	RecruitMilitary.Com	0	0
	The Morning Sun	0	0
	Saginaw Valley State University	0	0
	Pure Michigan Talent Connect	0	0
1602039 Total		26	1
1602720 Maintenance Technician	Internal	3	1
	Charter.Com	3	0
	Direct Employers	0	0
	Indeed.Com	1	0
	RecruitMilitary.Com	0	0
	The Flint Journal	0	0
	Mlive.Com	0	0
	Pure Michigan Talent Connect	1	0
1602720 Total		8	1
Grand Total		86	10

RECRUITMENT SOURCE LIST

Name of Recruitment Source	Street Address	City, State, Zip	Contact Person	Telephone Number	Entitled to Notification?	Total Number of Referrals
Baker College HireQu	www.hirequalified.org				No	0
Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	21
Direct Employers	9002 N. Purdue Rd., Ste. 100	Indianapolis, IN 42628	directemployers.org	317-874-9000	No	0
Flint Journal	200 East 1st Street	Flint, MI 48502	Classified Dept	810-766-6100	No	0
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	0
Indeed.com	www.indeed.com		Website Posting		No	8
Internal					No	32
ITT Technical Institut	6359 Miller Road	Swartz Creek, MI 484	atherrien@itt-tech.edu	810-628-2549	No	0
LinkedIn	2029 Stierlin Court	Mountain View, CA 94043	linkedin.com	312-650-7593	No	0
Mlive	www.mlive.com		Website Posting		No	0
Monster.com	www.monster.com				No	1
Morning Sun	www.themorningsun.com		Cindy Terwilliger	989-779-6107	No	0
Pure Michigan Talent	www.mitalent.org	Michigan		888-285-9675	No	7
RecruitMilitary	422 West Loveland Ave.	Loveland, OH 45140	recruitmilitary.com	513-683-5020	No	0
Employee Referral*					No	14
Saginaw Valley State	svsu-csm.symphlicity	Michigan	Careers@svsu.edu	989-964-4954	No	0
TV Ad					No	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	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.

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2016 FCC EEO Public File Report for Charter Communications 12534 - OPS Isabella Cnty MI

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

Total Number of Full-Time Vacancies Filled During This Period: 6
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 21

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

FULL-TIME VACANCIES FILLED

State MI
FCC Unit 12534 - OPS Isabella Cnty MI

Req #	Job Title	Source	Interviewees Referred	Number
				Hired
1601459	Store Associate	Craig's List	1	0
		Indeed	8	2
		LinkedIn	2	0
		Monster	1	0
		Charter.com	1	0
		Direct Employers	0	0
		Referral*	1	0
		MI Works	1	0
1601459 Total			15	2
1603079	Business Account Executive	Direct Employers	0	0
		Referral*	2	1
1603079 Total			2	1
1506368	Direct Sales Rep	Charter.com	1	1
		Direct Employers	0	0
1506368 Total			1	1
1505623	Store Associate	Charter.com	1	1
		Direct Employers	0	0
1505623 Total			1	1
1601305	Sup, Direct Sales I-SFU	Charter.com	2	1
		Direct Employers	0	0
1601305 Total			2	1
Grand Total			21	6

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	5
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	2
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	0
Indeed*						8
Craig's List*						1
Employee Referral						3
Monster*						1
MI Works						1

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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 Store Specialist , 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.

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12534 - OPS Isabella Cnty MI**

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Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 1

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FULL-TIME VACANCIES FILLED

State MI
FCC Unit 12534 - OPS Isabella Cnty MI

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1604768	ISP Engineer I	Charter Career Event Page	1	1
		RecruitMilitary	0	0
		Multichannel News	0	0
		Direct Employers	0	0
		Cable Fax	0	0
1604768 Total			1	1
Grand Total			1	1

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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	0
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	0
Multichannel News	28 E 28th Street	New York, NY 10016			No	0
Cable Fax	9211 Corporate Blvd	Rockville MD 20850			No	0

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4			
5			