

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  
12540 - OPS Otsego Cnty MI**

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

Total Number of Full-Time Vacancies Filled During This Period: 3  
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 17

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

**FULL-TIME VACANCIES FILLED**

State MI  
FCC Unit 12540 - OPS Otsego Cnty MI

| Req #                | Job Title                | Source           | Number                |          |
|----------------------|--------------------------|------------------|-----------------------|----------|
|                      |                          |                  | Interviewees Referred | Hired    |
| 1505827              | Broadband Installer      | Charter.com      | 3                     | 1        |
|                      |                          | Direct Employers | 0                     | 0        |
|                      |                          | Indeed.com       | 6                     | 0        |
| <b>1505827 Total</b> |                          |                  | <b>9</b>              | <b>1</b> |
| 1506034              | Construction Coordinator | Internal         | 7                     | 1        |
|                      |                          | Direct Employers | 0                     | 0        |
| <b>1506034 Total</b> |                          |                  | <b>7</b>              | <b>1</b> |
| 1506680              | Construction Coordinator | Internal         | 1                     | 1        |
|                      |                          | Direct Employers | 0                     | 0        |
| <b>1506680 Total</b> |                          |                  | <b>1</b>              | <b>1</b> |
| Grand Total          |                          |                  | 17                    | 3        |

**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                               | 3                                |
| 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                                |
| Indeed.com*                       | <a href="http://www.indeed.com">www.indeed.com</a> |                         | Website Posting       | Internet Source         | No                               | 6                                |
| Internal                          |  |                         |                       |                         | No                               | 8                                |
|                                   |  |                         |                       |                         |                                  |                                  |
|                                   |  |                         |                       |                         |                                  |                                  |
|                                   |  |                         |                       |                         |                                  |                                  |
|                                   |  |                         |                       |                         |                                  |                                  |
|                                   |  |                         |                       |                         |                                  |                                  |
|                                   |  |                         |                       |                         |                                  |                                  |

\* 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.  |