

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 12548 - OPS Dakota Cnty MN

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

Total Number of Full-Time Vacancies Filled During This Period: 13
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 25

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

FULL-TIME VACANCIES FILLED

State MN
FCC Unit 12548 - OPS Dakota Cnty MN

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1504580	Broadband Installer	RecruitMilitary	0	0
		TV ad	0	0
		Charter.com	2	2
		Direct Employers	0	0
		Sun Newspaper	0	0
		MN. Workforce Job Fair	0	0
		Rosemount Job Fair	0	0
		Google.com*	1	0
1504580 Total			3	2
1506717	Broadband Installer	CableFax	0	0
		RecruitMilitary	0	0
		TV ad	0	0
		Charter.com	0	0
		Direct Employers	0	0
		Minnesota.works.com	1	1
		Sun Newspaper	0	0
		MN. Workforce Job Fair	0	0
		Rosemount Job Fair	0	0
		Google.com*	2	1
CareerBuilder.com*	1	1		
1506717 Total			4	3
1506551	Broadband Technician Sr	RecruitMilitary	0	0
		Charter.com	2	2

1506551	Broadband Technician Sr	Direct Employers	0	0
1506551 Total			2	2
1603368	Broadband Technician Sr	RecruitMilitary	0	0
		Charter.com	3	1
		Direct Employers	0	0
1603368 Total			3	1
1506478	CB Broadband Technician	RecruitMilitary	0	0
		Charter.com	1	1
		Direct Employers	0	0
1506478 Total			1	1
1601912	CB Broadband Technician	RecruitMilitary	0	0
		Charter.com	2	1
		Direct Employers	0	0
1601912 Total			2	1
1602507	Field Auditor	Internal	1	1
		Direct Employers	0	0
1602507 Total			1	1
1602727	Maintenance Technician	Internal	5	1
		Charter.com	1	0
		Direct Employers	0	0
		Referral*	1	0
1602727 Total			7	1
1601276	Sup, Technical Service	RecruitMilitary	0	0
		Charter.com	2	1
		Direct Employers	0	0
1601276 Total			2	1
Grand Total			25	13

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	13
RecruitMilitary	422 West Loveland Ave.	Loveland, OH 45140	recruitmilitary.com	513-683-5020	No	0
Google.com*	1600 Amphitheather Parkway	Mountain View, CA 94043	Google.com	650-253-0000	No	3
Careerbuilder.com*	200 N. LaSelle Street	Chicago, IL 60601	Careerbuilder.com	770-349-2400	No	1
Minnesotaworks.net*	322 Minnesota Street Suite E-200	St. Paul, MN.53101	Minnesotaworks.com	651-259-7114	No	1
Sun Newspaper	10917 Valley View Road	Eden Prairie, MN. 55344	Sharon Brauer	763-234-3656	No	0
CableFax	9211 Corporate BLVD 4th floor	Rockville, MA	cablefax.com/jobs	860-437-5700	No	0
Internal					No	6
Referral*					No	1
TV Ad	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	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	Spectrum Reach	Ongoing	Spectrum Reach marketing, has created and disseminated various recruitment television advertising within our markets throughout this reporting period. These communications were designed to distribute employment opportunities to job candidates who might not otherwise be unaware of our opportunities.
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.
6	Minnesota Work Force Center	04/01/16	General job fair at local high school for all position for Charter. Sponsor by the MN. Work Force center.
7	Job Fair-on-site	04/15/16	Job fair held at the Rosemount, MN. System for all open positions.

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12548 - OPS Dakota Cnty MN**

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

Total Number of Full-Time Vacancies Filled During This Period: 13
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 39

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

FULL-TIME VACANCIES FILLED

State MN
FCC Unit 12548 - OPS Dakota Cnty MN

Req #	Job Title	Source	Interviewees Referred	Number Hired
1507222	Store Associate	Indeed	4	1
		Charter.com	3	0
		Direct Employers	0	0
		Referral*	7	0
1507222 Total			14	1
1602493	Store Associate	Indeed	3	1
		Charter.com	5	1
		Direct Employers	0	0
		Referral*	2	1
1602493 Total			10	3
1506746	Business Account Executive	Charter.com	1	1
		Direct Employers	0	0
1506746 Total			1	1
1504084	Concierge Rep, Spec Comm Sol	Charter.com	2	1
		Direct Employers	0	0
		Referral*	1	0
1504084 Total			3	1
1505338	Direct Sales Rep	Indeed	3	1
		LinkedIn	1	0
		Charter.com	1	1
		Direct Employers	0	0
1505338 Total			5	2
1601018	Direct Sales Rep	Indeed	2	1
		Charter.com	2	2
		Direct Employers	0	0
1601018 Total			4	3
1601837	Direct Sales Rep	Indeed	2	2
		Direct Employers	0	0
1601837 Total			2	2
Grand Total			39	13

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	14
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	1
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	0
Indeed*						14
Employee referral						10

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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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12548 - OPS Dakota Cnty MN**

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Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 2

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FULL-TIME VACANCIES FILLED

State MN
FCC Unit 12548 - OPS Dakota Cnty MN

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1506130	Major Accounts Executive	LinkedIn	2	1
		Charter.com	0	0
		Direct Employers	0	0
1506130 Total			2	1
Grand Total			2	1

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