

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 12549 - OPS Olmsted Cnty MN

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

Total Number of Full-Time Vacancies Filled During This Period: 16
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 50

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

FULL-TIME VACANCIES FILLED

State MN
FCC Unit 12549 - OPS Olmsted Cnty MN

Req #	Job Title	Source	Interviewees Referred	Number Hired
1504922	Broadband Installer	RecruitMilitary	0	0
		TV Ad	0	0
		Direct Employers	0	0
		Minnesotaworks.net	1	0
		Indeed*	1	1
1504922 Total			2	1
1507042	Broadband Installer	RecruitMilitary	0	0
		TV Ad	0	0
		Charter.com	2	2
		Direct Employers	0	0
1507042 Total			2	2
1506365	Broadband Technician Sr	RecruitMilitary	0	0
		Charter.com	1	1
		Direct Employers	0	0
1506365 Total			1	1
1505018	Dispatcher I	Charter.com	2	0
		Direct Employers	0	0
		Referral*	4	1
		Indeed*	3	0
1505018 Total			9	1
1505279	System Technician I	Internal	6	1
		Direct Employers	0	0
1505279 Total			6	1

1506481	Sr Warehouse Technician	Internal	1	1
		Direct Employers	0	0
		GlassDoor	0	0
1506481 Total			1	1
1507403	Sr Warehouse Technician	Internal	1	1
		Direct Employers	0	0
		GlassDoor	0	0
1507403 Total			1	1
1506653	Warehouse Technician	Direct Employers	0	0
		Referral*	1	1
		GlassDoor	0	0
1506653 Total			1	1
1601384	Warehouse Technician	Direct Employers	0	0
		GlassDoor	0	0
		Indeed*	4	1
1601384 Total			4	1
1601504	Warehouse Technician	GlassDoor	0	0
		Indeed*	3	2
1601504 Total			3	2
1602283	Warehouse Technician	Internal	2	0
		Referral*	1	0
		GlassDoor	1	1
		Indeed*	4	0
1602283 Total			8	1
1602285	Warehouse Technician	Internal	3	1
		Minnesotaworks.net	1	0
		GlassDoor	0	0
		Indeed*	1	0
1602285 Total			5	1
1603199	Warehouse Technician	Internal	2	0
		Referral*	1	1
		GlassDoor	0	0
		Indeed*	1	0
1603199 Total			4	1
1603754	Warehouse Technician	Internal	1	0
		Direct Employers	0	0
		Referral*	2	1
		GlassDoor	0	0
1603754 Total			3	1
Grand Total			50	16

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	0
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	1
Indeed.com*	177 Broad Street, 6th Floor	Stamford, CT. 06901	Indeed.com	203-328-2691	No	17
Minnesotaworks.net*	322 Minnesota Street Suite E-200	St. Paul, MN. 53101	Minnesotaworks.net	651-259-7114	No	1
Rochester Post Bulletin Job Fair	855 30th Ave SE	Rochester, MN 55904	Rose Conway	507-292-5152	No	0
Get Jobs Job Fair	3870 Pilot Knob Rd	Eagan, MN	DEED.customerservice@state.mn.us	651-259-7114	No	0
Google*	1600 Amphitheatre Parkway	Mountain View, CA 94043	google.com	650-253-0000	No	1
Referral*					No	9
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	Rochester Post Bulletin RCTC Job Fair	5/3/2016	This is a Rochester wide community Career Event that is sponsored by the Post Bulletin newspaper and key sponsors.
7	Get Jobs Job Fair Eagan	3/31/2016	Job Fair reaching out statewide to potential candidates

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2016 FCC EEO Public File Report for Charter Communications 12549 - OPS Olmsted Cnty MN

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

Total Number of Full-Time Vacancies Filled During This Period: 12
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 92

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

FULL-TIME VACANCIES FILLED

State MN
FCC Unit 12549 - OPS Olmsted Cnty MN

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1602256	Account Executive-Hospitality	Charter.com	10	1
		Direct Employers	0	0
1602256 Total			10	1
1604021	Business Account Executive	CareerBuilder.com	1	1
		Charter.com	2	0
		Direct Employers	0	0
1604021 Total			3	1
1507230	Mgr, Sales Hospitality	GlassDoor	1	0
		Indeed	1	0
		Charter.com	5	1
		Direct Employers	0	0
1507230 Total			7	1
1505729	Business Account Executive	LinkedIn	1	0
		Monster	1	1
		Charter.com	1	0
		Direct Employers	0	0
1505729 Total			3	1
1601016	Direct Sales Rep	Indeed	3	0
		LinkedIn	1	1
		Charter.com	1	0
		Direct Employers	0	0
1601016 Total			5	1
1601836	Direct Sales Rep	Indeed	1	0

1601836	Direct Sales Rep	Direct Employers	0	0
		Referral*	1	1
		MN Job Center	1	1
1601836 Total			3	2
1602382	Direct Sales Rep	Craig's List	1	0
		Indeed	1	0
		Charter.com	2	1
		Direct Employers	0	0
1602382 Total			4	1
1504418	Store Associate	CareerBuilder.com	1	0
		Indeed	3	0
		LinkedIn	1	0
		Monster	1	0
		Charter.com	15	0
		Direct Employers	0	0
		Referral*	4	1
		MN Job Center	2	1
1504418 Total			27	2
1601290	Store Associate	Craig's List	1	0
		Indeed	4	0
		Charter.com	19	1
		Direct Employers	0	0
		Referral*	3	0
1601290 Total			27	1
1505063	Store Lead	Charter.com	3	1
		Direct Employers	0	0
1505063 Total			3	1
Grand Total			92	12

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	58
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	3
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	1
CareerBuilder*						2
Craig's List						2
Indeed*						13
MN Job Center						3
Monster*						2
Employee Referral						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	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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**2016 FCC EEO Public File Report for Charter Communications
12549 - OPS Olmsted Cnty MN**

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: 54

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

FULL-TIME VACANCIES FILLED

State MN
FCC Unit 12549 - OPS Olmsted Cnty MN

Req #	Job Title	Source	Interviewees Referred	Number Hired
1506997	Account Manager ESM	Internal	2	1
		Charter.com	0	0
		Direct Employers	0	0
1506997 Total			2	1
1502023	Associate Sales Support Rep	Internal	21	1
		Charter.com	0	0
		Direct Employers	0	0
1502023 Total			21	1
1601179	Right of Entry Support Coord	Internal	9	1
		Charter.com	0	0
		Direct Employers	0	0
1601179 Total			9	1
1603617	Right of Entry Support Coord	Internal	9	1
		Charter.com	1	0
		Direct Employers	0	0
		Indeed*	1	0
1603617 Total			11	1
1504787	Sales Analyst	GlassDoor	1	0
		LinkedIn	1	0
		Internal	3	1
		Charter.com	2	0
		Direct Employers	0	0
1504787 Total			7	1

1506192	Strategic Account Manager ESM	Internal	4	1
		Charter.com	0	0
		Direct Employers	0	0
1506192 Total			4	1
Grand Total			54	6

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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	1
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	1
Indeed*	177 Broad St 6th Fl	Stamford, CT 06901	indeed.com	203-328-2691	No	1

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