

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 12552 - OPS Douglas Cnty MN

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: 5

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

FULL-TIME VACANCIES FILLED

State MN
FCC Unit 12552 - OPS Douglas Cnty MN

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1506512	Broadband Installer	CableFax	0	0
		Indeed	1	1
		RecruitMilitary	0	0
		TV Ad	0	0
		Charter.com	0	0
		Direct Employers	0	0
		Craigslist.com	0	0
1506512 Total			1	1
1601033	Broadband Installer	RecruitMilitary	0	0
		TV Ad	0	0
		Charter.com	2	2
		Direct Employers	0	0
		Echo Press	0	0
1601033 Total			2	2
1601107	Broadband Technician Sr	Charter.com	2	2
		Direct Employers	0	0
1601107 Total			2	2
Grand Total			5	5

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
Indeed.com*	177 Broad Street 6th Floor	Stamford, CT. 06901	Indeed.com	203-328-2691	No	1
Echo Press	225 7th Ave. NE	Alexandria, MN. 56306	Newspaper	320-763-3133	No	0
Craig List	222 Suter St. 9th Floor	San Francisco, CA. 94108	craigslist.com/mn	800-664-0633	No	0
CableFax	9211 Corporate BLVD 4th floor	Rockville, MA	cablefax.com/jobs	860-437-5700	No	0
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 Direct Employers 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	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.