

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 12554 - OPS Crow Wing 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: 17

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

### FULL-TIME VACANCIES FILLED

State MN  
FCC Unit 12554 - OPS Crow Wing Cnty MN

Req #	Job Title	Source	Interviewees Referred	Number Hired
1507365	Broadband Installer	RecruitMilitary	0	0
		TV Ad	0	0
		Charter.com	1	0
		Direct Employers	0	0
		Minnesotaworks.net	1	1
<b>1507365 Total</b>			<b>2</b>	<b>1</b>
1601185	Construction Coordinator	Internal	2	1
		Direct Employers	0	0
		LinkedIn*	1	0
<b>1601185 Total</b>			<b>3</b>	<b>1</b>
1507397	Field Auditor	TV Ad	0	0
		Direct Employers	0	0
		Referral*	1	0
		Indeed*	2	0
		Minnesotaworks.net*	2	1
<b>1507397 Total</b>			<b>5</b>	<b>1</b>
1603333	Maintenance Technician	Internal	2	1
		Direct Employers	0	0
		Indeed*	1	0
<b>1603333 Total</b>			<b>3</b>	<b>1</b>
1504890	System Technician I	Internal	3	0
		Direct Employers	0	0
		Referral*	1	1

**1504890 Total**

**4**

**1**

Grand Total

17

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	1
MinnesotaWorks.net*	322 Minnesota Street Suite E-200	St. Paul, MN. 53101	Minnesotaworks.net	651-259-7114	No	3
RecruitMilitary	422 West Loveland Ave.	Loveland, OH 45140	recruitmilitary.com	513-683-5020	No	
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
Internal Referral*					No	7
					No	2
Indeed.com*	177 Broad Street 6th Floor	Stamford, CT. 06901	Indeed.com	203-328-2691	No	3
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	Charter Spectrum	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 Progressi	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  
12554 - OPS Crow Wing Cnty MN**

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

Total Number of Full-Time Vacancies Filled During This Period: 2  
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 8

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

**FULL-TIME VACANCIES FILLED**

State MN  
FCC Unit 12554 - OPS Crow Wing Cnty MN

Req #	Job Title	Source	Interviewees Referred	Number	
				Hired	
1602090	Direct Sales Rep	Craig's List	2	0	
		Charter.com	2	1	
		Direct Employers	0	0	
<b>1602090 Total</b>			<b>4</b>	<b>1</b>	
1506366	Store Associate	Indeed	1	0	
		Charter.com	2	0	
		Direct Employers	0	0	
		Referral*	1	1	
<b>1506366 Total</b>			<b>4</b>	<b>1</b>	
Grand Total			8	2	

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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
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
Craig's list*						2
Indeed*						1
Employee Referral						1

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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.
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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 <b>Store Specialist</b> , 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.