

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
12357 - COE Yellowstone Cnty MT**

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

Total Number of Full-Time Vacancies Filled During This Period: 180
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 544

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

FULL-TIME VACANCIES FILLED

State MT
FCC Unit 12357 - COE Yellowstone Cnty MT

Req #	Job Title	Source	Interviewees Referred	Number Hired
1504266	Sup, Retention	Internal	4	1
		Direct Employers	0	0
		Billings Job Service	0	0
		Craigslist	0	0
		Glassdoor	0	0
1504266 Total			4	1
1504620	Inbound Retention Rep	Facebook	0	0
		Radio	1	0
		TV	1	1
		Internal	2	1
		Charter.com	3	1
		Direct Employers	0	0
		Billings Job Service	0	0
		Career Fair	2	0
		Charter Now Hiring flag and board	3	3
		Craigslist	0	0
		Indeed*	1	0

1504620	Inbound Retention Rep	Glassdoor	0	0
		Employee Referral	10	5
		Recruit Military	0	0
		Multi-Channel News	0	0
		CableFax	0	0
1504620 Total			23	11
1504663	Sales & Retent Effect Trainer	Facebook	0	0
		Internal	3	1
		Charter.com	2	0
		Direct Employers	0	0
		Billings Job Service	0	0
		Craigslist	0	0
		Glassdoor	0	0
		Recruit Military	0	0
		Multi-Channel News	0	0
		CableFax	0	0
1504663 Total			5	1
1504999	Dir, Human Resources I	LinkedIn	1	0
		Monster	1	0
		Direct Employers	0	0
		Indeed*	2	1
		Glassdoor	0	0
1504999 Total			4	1
1505637	Inbound Retention Rep	Billboard	0	0
		Facebook	2	1
		Radio	1	1
		Charter.com	8	3
		Direct Employers	0	0
		Billings Job Service	5	1
		Career Fair	0	0
		Charter Now Hiring flag and board	1	0
		College posting	0	0
		Craigslist	3	2
		Google*	1	1
		Indeed*	2	1
		Glassdoor	0	0
		Employee Referral	4	1
		Recruit Military	0	0
		Multi-Channel News	0	0
		CableFax	0	0

1505637 Total			27	11
1505678	Sup, Retention	Internal	4	1
		Charter.com	1	0
		Direct Employers	0	0
		Billings Job Service	1	0
		Career Fair	0	0
		Glassdoor	0	0
1505678 Total			6	1
1506182	Trainer I	Internal	7	1
		Direct Employers	0	0
		Billings Job Service	1	0
		Career Fair	0	0
		Craigslist	0	0
		Indeed*	1	0
		Glassdoor	0	0
		Recruit Military	0	0
		Multi-Channel News	0	0
		CableFax	0	0
1506182 Total			9	1
1506283	Inbound Retention Rep	Billboard	0	0
		Facebook	4	1
		Radio	0	0
		TV	1	1
		Twitter	0	0
		Charter.com	5	2
		Direct Employers	0	0
		Billings Job Service	2	0
		Bing*	1	1
		Bus and Bench Ad	0	0
		Career Fair	3	1
		Charter Now Hiring flag and board	3	1
		College posting	0	0
		Craigslist	0	0
		Google*	2	1
		Indeed*	1	0
		Glassdoor	0	0
		Employee Referral	5	1
		Recruit Military	0	0
		Multi-Channel News	0	0
		CableFax	0	0

1506283 Total			27	9
1506742	Inbound Retention Rep	Billboard	0	0
		Facebook	5	1
		Monster	1	0
		Radio	5	2
		Charter.com	3	2
		Direct Employers	0	0
		Billings Job Service	9	2
		Bus and Bench Ad	0	0
		Career Fair	0	0
		Craigslist	4	2
		Indeed*	3	2
		Glassdoor	0	0
		Employee Referral	21	7
		Billings Help Wanted	1	1
		Recruit Military	0	0
		Multi-Channel News	0	0
		CableFax	0	0
1506742 Total			52	19
1506913	Mgr, Business Controls	LinkedIn	1	1
		Internal	2	0
		Charter.com	3	0
		Direct Employers	0	0
		Billings Job Service	1	0
		Indeed*	4	0
		Newsletter	0	0
		Glassdoor	0	0
1506913 Total			11	1
1506995	Operations Analyst I	Internal	5	1
		Direct Employers	0	0
		Glassdoor	0	0
1506995 Total			5	1
1507149	Inbound Retention Rep	Facebook	3	0
		Monster	0	0
		Radio	6	0
		Internal	0	0
		Charter.com	4	2
		Direct Employers	0	0
		Billings Job Service	5	0
		Bus and Bench Ad	0	0

1507149	Inbound Retention Rep	Career Fair	0	0
		College posting	0	0
		Craigslist	1	1
		Google*	3	1
		Indeed*	5	1
		Glassdoor	0	0
		Employee Referral	15	6
1507149 Total			42	11
1601256	Inbound Retention Rep	Billboard	3	0
		Facebook	4	0
		Monster	1	0
		Radio	3	1
		TV	2	1
		Internal	0	0
		Charter.com	6	4
		Direct Employers	0	0
		Billings Job Service	3	1
		Bus and Bench Ad	1	0
		Career Fair	0	0
		Charter Now Hiring flag and board	5	1
		College posting	0	0
		Craigslist	2	0
		my.jobs.gov*	1	0
		Spectrum Reach digital campaign	0	0
		Newsletter	0	0
		Glassdoor	0	0
		Employee Referral	10	5
1601256 Total			41	13
1601477	Inbound Retention Rep	Billboard	1	0
		Radio	7	2
		TV	1	0
		Charter.com	7	2
		Billings Job Service	1	1
		Career Fair	1	0
		Google*	1	1
		Employee Referral	9	5
		Craigslist	2	0
1601477 Total			30	11
1601674	Workforce Mgmt Care Coord I	Internal	4	1
		Direct Employers	0	0

1601674	Workforce Mgmt Care Coord I	Newsletter	0	0
		Glassdoor	0	0
1601674 Total			4	1
1601918	Inbound Retention Rep	Facebook	2	0
		Radio	3	1
		TV	1	1
		Internal	0	0
		Charter.com	7	3
		Direct Employers	0	0
		Billings Job Service	8	3
		Career Fair	2	1
		Charter Now Hiring flag and board	4	2
		College posting	0	0
		Craigslist	1	1
		Google*	3	1
		HRDC	0	0
		Indeed*	2	0
		Newsletter	0	0
		Lincoln Center - Adult Education	0	0
		Family Promise	0	0
		Veteran Affairs	0	0
		Glassdoor	0	0
		Employee Referral	8	2
1601918 Total			41	15
1602305	Sup, Retention	Internal	8	1
		Charter.com	1	0
		Direct Employers	0	0
		Billings Job Service	0	0
		Newsletter	0	0
		Glassdoor	0	0
1602305 Total			9	1
1602306	Inbound Retention Rep	Billboard	1	1
		Facebook	2	0
		Radio	3	2
		Internal	0	0
		Charter.com	3	1
		Direct Employers	0	0
		Billings Job Service	3	0
		Career Fair	0	0
		Charter Now Hiring flag and board	3	2

1602306	Inbound Retention Rep	College posting	0	0
		Craigslist	3	2
		HRDC	0	0
		Indeed*	3	1
		Newsletter	0	0
		Lincoln Center - Adult Education	0	0
		Family Promise	0	0
		Veteran Affairs	0	0
		Glassdoor	0	0
		Employee Referral	13	6
1602306 Total			34	15
1602673	Administrative Assistant II	Direct Employers	0	0
		Billings Job Service	3	0
		Indeed*	6	1
		Newsletter	0	0
		Glassdoor	0	0
		Employee Referral	1	0
1602673 Total			10	1
1603011	Sup, Retention	Internal	10	0
		Charter.com	2	1
		Direct Employers	0	0
		Billings Job Service	0	0
		Craigslist	0	0
		Newsletter	0	0
		Glassdoor	0	0
1603011 Total			12	1
1603277	Inbound Retention Rep	Facebook	2	0
		Radio	11	5
		TV	1	0
		Internal	0	0
		Charter.com	6	2
		Direct Employers	0	0
		Billings Job Service	0	0
		Career Fair	1	1
		Charter Now Hiring flag and board	2	1
		Craigslist	3	0
		Google*	3	2
		HRDC	0	0
		Indeed*	1	0
		Newsletter	0	0

1603277	Inbound Retention Rep	Yahoo*	1	1
		Glassdoor	0	0
		Employee Referral	19	10
1603277 Total			50	22
1603761	Inbound Retention Rep	Billboard	0	0
		Facebook	3	0
		Radio	4	3
		Internal	0	0
		Direct Employers	0	0
		Billings Job Service	5	2
		Career Fair	2	0
		Charter Now Hiring flag and board	3	2
		College posting	0	0
		Craigslist	3	1
		Google*	1	0
		HRDC	0	0
		Indeed*	2	1
		Newsletter	0	0
		Lincoln Center - Adult Education	0	0
		Family Promise	0	0
		Veteran Affairs	0	0
		Glassdoor	0	0
		Employee Referral	12	3
		Billings Help Wanted	1	0
1603761 Total			36	12
1604118	Inbound Retention Rep	Facebook	4	0
		Radio	5	1
		Charter.com	4	1
		Billings Job Service	2	0
		Charter Now Hiring flag and board	2	0
		Craigslist	1	0
		Google*	2	0
		HRDC	1	0
		Indeed*	5	1
		Employee Referral	13	7
		Craiglist	1	0
1604118 Total			40	10
1604250	Cust Rel Coord - Video Repair	Facebook	1	1
		Radio	2	1
		TV	0	0

1604250	Cust Rel Coord - Video Repair	Internal	0	0
		Charter.com	2	1
		Direct Employers	0	0
		Billings Job Service	1	0
		Career Fair	1	1
		College posting	0	0
		Craigslist	0	0
		HRDC	0	0
		Indeed*	1	1
		Lincoln Center - Adult Education	0	0
		Family Promise	0	0
		Veteran Affairs	0	0
		Glassdoor	0	0
		Employee Referral	7	4
1604250 Total			15	9
1604610	Workforce Mgmt Care Coord I	Internal	6	1
		Direct Employers	0	0
		Indeed*	1	0
		Glassdoor	0	0
1604610 Total			7	1
Grand Total			544	180

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	67
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	2
Internal Candidate	1860 Monad Road	Billings, MT 59102	charter.com/careers	406-238-7794	No	55
Twitter			twitter.com		No	0
Employee Referral	1860 Monad Road	Billings, MT 59102	Krystal Burrington, Recruiter	406-238-7794	No	147
Google*			google.com		No	16
Glassdoor			glassdoor.com		No	0
Billings Help Wanted			billingshelpwanted.com		No	2
Indeed*			indeed.com		No	40
Yahoo*			yahoo.com		No	1
Facebook			facebook.com		No	32
KTVQ2	3203 3rd Ave N #1	Billings, MT 59101	Dennis Coffman	406-869-2239	No	7
Charter Now Hiring Flag and Board	1860 Monad Road	Billings, MT 59101	Krystal Burrington, Recruiter	406-238-7794	No	26
Monster.com*			monster.com		No	3
Craigslist			billings.craigslist.org		No	24
Radio- Radio Billings	222 N 32nd Street, 10th Floor	Billings, MT 59101	Terry Strickland	406-238-1034	No	40
Radio - Connessiuer	2075 Central Ave.	Billings, MT 59102	Tara Hubbard	406-248-7777	No	9
Radio - Townsquare Media	27 N27th Street, 23rd Floor	Billings, MT 59101	Frank Gurrera	406-869-3673	No	2
LAMAR Billboards	7505 Entryway Drive	Billings, MT, 59101	Seth Rogers	406-252-7181	No	5
HRDC	7 N 31st St	Billings, MT 59101	Alicia	406-247-4737	No	1
us.jobs*			us.jobs		No	0
Blair Unlimited Inc - Met Bus and Bench Ads	PO Box 21651	Billings, MT 59104	Bo Blair	406-655-8858	No	1
Montana State University (MSU-B)	1500 University Drive	Billings, MT 59101	Michelle Schraudner	406-657-1717	No	0
Rocky Mountain College (RMC)	1511 Poly Drive	Billings, MT 59102	Lisa Wallace	406-657-1039	No	0
Lincoln Center - Billings Adult Education Center	415 N 30th St	Billings, MT 59101	Barbara Gustafson	406-281-5003	No	0
Veterans Affairs	2795 Enterprise Ave, Suite 1	Billings, MT 59102	Todd Kurkoski	406-657-6071	No	0
Family Promise		Billings, MT 59102	casemanager@familypromiseyv.org		No	0
Billings Job Service	2121 Rosebud Drive Stop B	Billings, MT, 59102	Kathy Ripplinger	406-652-3080	No	50
Career Fair - onsite	1860 Monad Road	Billings, MT 59102	Krystal Burrington, Recruiter	406-238-7794	No	6
The Career Fair hosted by MSU-B and RMC	1500 University Drive	Billings, MT 59101	MSU Billings Career Services Staff	406-657-2168	No	0
Jobs Jamboree @ Metra Park	308 6th Ave N	Billings, MT 59101	Trisha Glen, Job Service	406-655-6081	No	2
"Big Mini' Job Fair @ Big Horn Resort	1801 Majestic Lane	Billings, MT 59102	Kathy Ripplinger, Job Service	406-652-3080	No	0
"Big Mini' Job Fair @ Northern Hotel	19 N Broadway	Billings, MT 59101	Kathy Ripplinger, Job Service	406-652-3080	No	0

Job Fair @ Billings Public Library	510 N 28th St	Billings, MT 59101	Kathy Ripplinger, Job Service	406-652-3080	No	1
Job Fairs @ Billings Job Service	2121 Rosebud Drive Stop B	Billings, MT 59102	Kathy Ripplinger, Job Service	406-652-3080	No	1
Job Fair @ Crown Plaza	27 N 27th St	Billings, MT 59101	Kathy Ripplinger, Job Service	406-652-3080	No	2
Future Fair/Career Center	3723 Central Ave.	Billings, MT 59102	Lindsay Bell-Martinson	1-406-281-5154	No	0
my.jobs.gov*			my.jobs.gov		No	1
Bing*			bing.com		No	1
Spectrum Digital campaign	12405 Powerscourt Dr.	St. Louis, MO 63131	Robin Moll	1-341-543-2574	No	0
Spectrum Reel Time News	400 Atlantic Street	Stamford, CT 06901	James McIntosh	1-203-705-5607	No	0
Charter Corporate TV Ads	400 Atlantic Street	Stamford, CT 06901	Mikey Jasiczek	1-203-705-5537	No	0
Cablefax			Taleo Applicant Tracking System		No	0
Multi Channel News			Taleo Applicant Tracking System		No	0
Zero Chaos	12405 Powerscourt Dr.	St. Louis, MO 63131	Abby Vestring	1-314-394-9229	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. This year the leadership team participated in The Leadership Training Summit. Charter also offers a robust amount of additional training through the 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	Onsite Hiring Events	Ongoing	This unit hosted multiple onsite hiring events to attract Inbound Retention Representative applicants. Fifteen (15) hiring events were held at 1860 Monad Road, Billings, MT at the Charter Call Center. All of these events were open to the general public. 11/16/15, 2/8/16, 3/1/16, 4/4/16, 4/7/16, 4/28/16, 5/4/16, 5/18/16, 5/25/16, 6/1/16, 6/30/16, 7/9/16, 7/28/16, 8/22/16, & 8/30/16
5	Job Service Sponsored Recruiting Events	Ongoing	This unit partnered with the local Job Service in Billings, MT to hold career fairs attract applicants while they were at Job Service getting assistance and applying for jobs or attending Job Service sponsored career fairs within the community. Charter set up a recruiting table in the front lobby or participated in career fairs twenty one (21) times to promote various open positions; Inbound Retention Representatives, Supervisor, Retention and Customer Care Sales Coach, and Trainer II. These events are open to the general public. 7/29/15, 9/28/15, 9/30/15, 10/7/15, 10/8/15, 10/20/15, 12/1/15, 12/2/15, 12/3/15, 12/4/15, 12/7/15, 12/8/15, 12/10/15, 12/11/15, 12/15/15, 1/7/16, 3/9/16, 3/31/16, 4/6/16, 5/17/16, & 6/28/16
6	Human Resources Development Council	5/11/16 & 7/13/16	Charter sponsored two employment workshops this year at the local HRDC office to educate individuals about employment opportunities available within the company.
7	Job Banks and Internet Postings	Ongoing	This unit sends out information containing open positions and posts directly on community job boards to broaden outreach within the community. Information is sent to or posted with the following organizations: Family Promise, Adult Education- Lincon Center, Veteran Affairs, Rocky Mountain College, MSU Billings & HRDC