

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 (All)

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

Total Number of Full-Time Vacancies Filled During This Period: 38  
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 137

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

### FULL-TIME VACANCIES FILLED

State (All)  
FCC Unit (All)

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1603132	CB Broadband Tech	Internal	3	1
		Charter.com	0	0
		Direct Employers	0	0
<b>1603132 Total</b>			<b>3</b>	<b>1</b>
1504242	Broadband Installer	Internal	2	1
		Referral	3	1
		Charter.com	10	1
		Direct Employers	0	0
		Indeed*	1	0
		Local Job Network*	1	0
		MT Job Service*	1	1
		Jobs Jamboree	1	0
		Monster*	1	0
		Radio*	1	0
TV*	1	0		
Virtual Career Fair	0	0		
<b>1504242 Total</b>			<b>22</b>	<b>4</b>
1505019	Workforce Mgmt Technical Coord	Internal	5	1
		Charter.com	0	0
		Direct Employers	0	0
<b>1505019 Total</b>			<b>5</b>	<b>1</b>
1505333	Inventory Control Coordinator	Referral	1	1
		Charter.com	0	0

1505333	Inventory Control Coordinator	Direct Employers	0	0
		Indeed*	1	0
		JuJu Web Site*	1	0
		GlassDoor.com	0	0
<b>1505333 Total</b>			<b>3</b>	<b>1</b>
1505429	Mgr, Facilities & Fleet	Internal	3	1
		Referral	1	0
		Charter.com	0	0
		Direct Employers	0	0
		Indeed*	2	0
		Monster*	1	0
<b>1505429 Total</b>			<b>7</b>	<b>1</b>
1505430	Workforce Mgmt Technical Coord	Internal	6	3
		Charter.com	0	0
		Direct Employers	0	0
<b>1505430 Total</b>			<b>6</b>	<b>3</b>
1505530	Warehouse Technician	Charter.com	0	0
		Direct Employers	0	0
		Indeed*	1	1
		GlassDoor.com	0	0
		Local Job Network*	1	1
<b>1505530 Total</b>			<b>2</b>	<b>2</b>
1506171	Sup, Dispatch	Internal	5	1
		Charter.com	1	0
		Direct Employers	0	0
<b>1506171 Total</b>			<b>6</b>	<b>1</b>
1506266	Fleet & Facilities Specialist	Charter.com	2	0
		Direct Employers	0	0
		Indeed*	1	1
<b>1506266 Total</b>			<b>3</b>	<b>1</b>
1506270	Sup, Technical Service	Internal	4	1
		Charter.com	1	0
		Direct Employers	0	0
<b>1506270 Total</b>			<b>5</b>	<b>1</b>
1506662	Dispatcher Lead	Internal	5	1
		Charter.com	1	0
		Direct Employers	0	0
<b>1506662 Total</b>			<b>6</b>	<b>1</b>
1506747	Dispatcher I	Internal	1	0
		Referral	1	0
		Charter.com	0	0
		Direct Employers	0	0
		Indeed*	3	2
<b>1506747 Total</b>			<b>5</b>	<b>2</b>
1506835	Broadband Installer	Referral	5	2
		Charter.com	3	0

1506835	Broadband Installer	Direct Employers	0	0
		Indeed*	2	1
		Local Job Network*	1	0
		Monster*	1	0
		Radio*	1	1
<b>1506835 Total</b>			<b>13</b>	<b>4</b>
1507022	Workforce Mgmt Technical Coord	Internal	4	2
		Charter.com	1	0
		Direct Employers	0	0
<b>1507022 Total</b>			<b>5</b>	<b>2</b>
1507026	Human Resources Generalist I	Internal	1	1
		Charter.com	1	0
		Direct Employers	0	0
		Indeed*	1	0
		MT Job Service*	1	0
<b>1507026 Total</b>			<b>4</b>	<b>1</b>
1507094	Mgr, Supply Chain Hub	Charter.com	2	0
		Direct Employers	0	0
		Indeed*	3	0
		GlassDoor.com	0	0
		Local Job Network*	1	1
		Department of Labor & Industry*	1	0
		jobs.mt.gov*	1	0
<b>1507094 Total</b>			<b>8</b>	<b>1</b>
1601448	Dispatcher II	Charter.com	1	1
		Direct Employers	0	0
<b>1601448 Total</b>			<b>1</b>	<b>1</b>
1602030	Broadband Installer	Referral	3	0
		Charter.com	1	1
		Direct Employers	0	0
		Indeed*	1	1
		Local Job Network*	1	0
		Jobs Jamboree	0	0
<b>1602030 Total</b>			<b>6</b>	<b>2</b>
1602050	Dispatcher I	Referral	1	0
		Charter.com	1	0
		Direct Employers	0	0
		Indeed*	5	1
		MT Job Service*	1	0
		Jobs Jamboree	0	0
<b>1602050 Total</b>			<b>8</b>	<b>1</b>
1602564	Sr Maintenance Technician	Internal	1	1
		Charter.com	0	0
		Direct Employers	0	0
<b>1602564 Total</b>			<b>1</b>	<b>1</b>
1602629	Maintenance Technician	Internal	3	1

1602629	Maintenance Technician	Charter.com	0	0
		Direct Employers	0	0
		Jobs Jamboree	1	0
<b>1602629 Total</b>			<b>4</b>	<b>1</b>
1602868	Broadband Technician Sr	Internal	4	1
		Charter.com	0	0
		Direct Employers	0	0
<b>1602868 Total</b>			<b>4</b>	<b>1</b>
1602869	Advanced Broadband Installer	Referral	1	1
		Charter.com	0	0
		Direct Employers	0	0
		Indeed*	1	0
		MT Job Service*	1	1
		Big Timber Pioneer	0	0
<b>1602869 Total</b>			<b>3</b>	<b>2</b>
1602871	Dispatcher II	Internal	1	1
		Charter.com	0	0
		Direct Employers	0	0
		Indeed*	1	0
		Local Job Network*	1	0
<b>1602871 Total</b>			<b>3</b>	<b>1</b>
1604340	AVP, Field Operations	Internal	3	1
		Charter.com	0	0
		Direct Employers	0	0
		Google*	1	0
<b>1604340 Total</b>			<b>4</b>	<b>1</b>
Grand Total			137	38

## 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	25
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	0
Billings Gazette - Virtual Career Fair. Online site as well as print	401 N Broadway	Billings, MT	Tricia Folliero - With SMS	631-982-0066	No	0
Jobs Jamboree Job Fair	Metra Park Pavilion	Billings, MT	MT Job Service - Trish Glenn	406-655-6081	No	2
Big Timber Pioneer	105 E 2nd Ave	Big Timber, MT		406-932-5299	No	0
Department of Labor & Industry*					No	1
Indeed*			indeed.com		No	23
jobs.mt.gov*			jobs.mt.gov		No	1
JuJu Web Site*					No	1
Local Job Network*					No	6
Referral					No	16
Google*					No	1
MT Job Service*					No	4
Monster*					No	3
Radio*					No	2
TV*					No	1
Internal					No	51

\* 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	Jobs Jamboree - Job Fair	3/9/2016	This unit participated in the Annual Jobs Jamboree sponsored by Billings Job Service on 3/09/2016 at the Metra Park Pavilion. The event is open to the general public and Veterans are encouraged to attend.
5	Future Fair - Career Center	11/17/2015	This unit participated in the annual Future Fair located at the Billings Career Center, 3723 Central Ave, Billings, MT on 11/17/15. All high school students attending the Career Center are able to attend.
6	Employee Referral Program	Ongoing	Employees who refer a qualified candidate that is hired and meets the timeline requirement of employment can potentially receive a \$300 referral bonus
7	Training Programs for Technicians	Ongoing	Charter Communications has a career path program for Broadband Technicians and System Technicians. Technicians can self promote through training and job proficiency. This program provides career progression opportunities for Technicians to strength and expand their abilities in their field and enables technicians to impact their own career progression and wages.

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**2016 FCC EEO Public File Report for Charter Communications  
11017 - OPS Yellowstone Cnty MT**

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

Total Number of Full-Time Vacancies Filled During This Period: 8  
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 24

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

**FULL-TIME VACANCIES FILLED**

State MT  
FCC Unit 11017 - OPS Yellowstone Cnty MT

Req #	Job Title	Source	Interviewees Referred	Number Hired
1505207	Business Account Executive	Indeed	1	0
		Charter.com	1	1
		Direct Employers	0	0
<b>1505207 Total</b>			<b>2</b>	<b>1</b>
1506012	Direct Sales Rep	CareerBuilder.com	1	0
		Indeed	3	1
		Radio	1	0
		Charter.com	1	0
		Direct Employers	0	0
		Referral*	1	1
<b>1506012 Total</b>			<b>7</b>	<b>2</b>
1601540	Direct Sales Rep	GlassDoor	1	0
		Charter.com	3	1
		Direct Employers	0	0
		Referral*	1	1
<b>1601540 Total</b>			<b>5</b>	<b>2</b>
1603203	Direct Sales Rep	Indeed	1	1
		Direct Employers	0	0
<b>1603203 Total</b>			<b>1</b>	<b>1</b>
1504334	Store Associate	Charter.com	3	1
		Direct Employers	0	0
		Referral*	2	0
<b>1504334 Total</b>			<b>5</b>	<b>1</b>
1506759	Store Associate	Indeed	1	0
		Charter.com	3	1
		Direct Employers	0	0
<b>1506759 Total</b>			<b>4</b>	<b>1</b>
<b>Grand Total</b>			<b>24</b>	<b>8</b>

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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	11
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*						6
CareerBuilder*						1
Monster*						0
Google*						0
Employee Referral						4
Radio*						1

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**Supplemental Recruitment Initiatives:**

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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.

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**2016 FCC EEO Public File Report for Charter Communications  
11017 - OPS Yellowstone Cnty MT**

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

Total Number of Full-Time Vacancies Filled During This Period: 1  
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 1

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**FULL-TIME VACANCIES FILLED**

State MT  
FCC Unit 11017 - OPS Yellowstone Cnty MT

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1603543	Major Accounts Executive	Charter.com	0	0
		Direct Employers	0	0
		Referral*	1	1
		GlassDoor.com	0	0
<b>1603543 Total</b>			<b>1</b>	<b>1</b>
Grand Total			1	1

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GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	0
Referral*	N/A					1

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