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 12612 - OPS Clinton Cnty NY

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

Total Number of Full-Time Vacancies Filled During This Period: 11

Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 21

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

FULL-TIME VACANCIES FILLED

State NY

Req# Job Title Source					Number
Direct Employers 0 0 1 1 1 1 1 1 1 1	Req#	Job Title	Source	Interviewees Referred	Hired
Indeed*	1504119	Broadband Installer	Charter.com	1	0
Charter Intranet YMCA YMCA Salvation Army 0 0 0 North Country Chamber of Commerce 0 0 United Way of Clinton County 0 0 Plattsburg Rotary Club 0 Westaff - Plattsburgh 0 0 NY Empire State College 0 State Univ of NY - Plattsburgh 0 Clinton Community College 0 Plattsburgh High School 0 Peru High School 0 Peru High School 0 NYS Dept. of Labor, Div. of Employment 0 Plattsburgh One Work Source Center 0 Northlands Job Corps Center 0 State University of NY Career Development Center 0 CV-TEC 0 Outside Referral* 1 Glassdoor.com			Direct Employers	0	0
YMCA 0 0 Salvation Army 0 0 North Country Chamber of Commerce 0 0 United Way of Clinton County 0 0 Plattsburg Rotary Club 0 0 Westaff - Plattsburgh 0 0 NY Empire State College 0 0 State Univ of NY - Plattsburgh 0 0 Clinton Community College 0 0 Plattsburgh High School 0 0 Beakmantown High School 0 0 Peru High School 0 0 Peru High School 0 0 Plattsburgh One Work Source Center 0 0 Northlands Job Corps Center 0 0 State University of NY Career Development Center 0 0 CV-TEC 0 0 Outside Referral* 1 1 Glassdoor.com 0 0			Indeed*	1	1
Salvation Army 0 0 North Country Chamber of Commerce 0 0 United Way of Clinton County 0 0 Plattsburg Rotary Club 0 0 Westaff - Plattsburgh 0 0 NY Empire State College 0 0 State Univ of NY - Plattsburgh 0 0 Clinton Community College 0 0 Plattsburgh High School 0 0 Beakmantown High School 0 0 Peru High School 0 0 NYS Dept. of Labor, Div. of Employment 0 0 Plattsburgh One Work Source Center 0 0 Northlands Job Corps Center 0 0 State University of NY Career Development Center 0 0 CV-TEC 0 0 Outside Referral* 1 1 Glassdoor.com 0 0			Charter Intranet	0	0
North Country Chamber of Commerce 0 0 United Way of Clinton County 0 0 Plattsburg Rotary Club 0 0 Westaff - Plattsburgh 0 0 NY Empire State College 0 0 NY Empire State Univ of NY - Plattsburgh 0 0 Clinton Community College 0 0 Clinton Community College 0 0 Plattsburgh High School 0 0 Beakmantown High School 0 0 Peru High School 0 0 NYS Dept. of Labor, Div. of Employment 0 0 Plattsburgh One Work Source Center 0 0 Northlands Job Corps Center 0 0 State University of NY Career Development Center 0 0 CV-TEC 0 0 Outside Referral* 1 1 Glassdoor.com 0 0			YMCA	0	0
United Way of Clinton County Plattsburg Rotary Club Westaff - Plattsburgh 0 0 0 NY Empire State College 0 State Univ of NY - Plattsburgh 0 0 Clinton Community College Plattsburgh High School Beakmantown High School 0 Peru High School 0 NYS Dept. of Labor, Div. of Employment Plattsburgh One Work Source Center 0 Northlands Job Corps Center 0 State University of NY Career Development Center 0 CV-TEC 0 Outside Referral* 1 Glassdoor.com			Salvation Army	0	0
United Way of Clinton County Plattsburg Rotary Club Westaff - Plattsburgh 0 0 0 NY Empire State College 0 State Univ of NY - Plattsburgh 0 0 Clinton Community College Plattsburgh High School Beakmantown High School 0 Peru High School 0 NYS Dept. of Labor, Div. of Employment Plattsburgh One Work Source Center 0 Northlands Job Corps Center 0 State University of NY Career Development Center 0 CV-TEC 0 Outside Referral* 1 Glassdoor.com			North Country Chamber of Commerce	0	0
Westaff - Plattsburgh 0 0 NY Empire State College 0 0 State Univ of NY - Plattsburgh 0 0 Clinton Community College 0 0 Plattsburgh High School 0 0 Beakmantown High School 0 0 Peru High School 0 0 NYS Dept. of Labor, Div. of Employment 0 0 Plattsburgh One Work Source Center 0 0 Northlands Job Corps Center 0 0 State University of NY Career Development Center 0 0 CV-TEC 0 0 Outside Referral* 1 1 Glassdoor.com 0 0				0	0
NY Empire State College 0 0 State Univ of NY - Plattsburgh 0 0 Clinton Community College 0 0 Plattsburgh High School 0 0 Beakmantown High School 0 0 Peru High School 0 0 NYS Dept. of Labor, Div. of Employment 0 0 Plattsburgh One Work Source Center 0 0 Northlands Job Corps Center 0 0 State University of NY Career Development Center 0 0 CV-TEC 0 0 Outside Referral* 1 1 Glassdoor.com 0 0			Plattsburg Rotary Club	0	0
State Univ of NY - Plattsburgh 0 0 Clinton Community College 0 0 Plattsburgh High School 0 0 Beakmantown High School 0 0 Peru High School 0 0 NYS Dept. of Labor, Div. of Employment 0 0 Plattsburgh One Work Source Center 0 0 Northlands Job Corps Center 0 0 State University of NY Career Development Center 0 0 CV-TEC 0 0 Outside Referral* 1 1 Glassdoor.com 0 0			Westaff - Plattsburgh	0	0
Clinton Community College			NY Empire State College	0	0
Plattsburgh High School			State Univ of NY - Plattsburgh	0	0
Beakmantown High School 0 0 Peru High School 0 0 NYS Dept. of Labor, Div. of Employment 0 0 Plattsburgh One Work Source Center 0 0 Northlands Job Corps Center 0 0 State University of NY Career Development Center 0 0 CV-TEC 0 0 Outside Referral* 1 1 Glassdoor.com 0 0			Clinton Community College	0	0
Peru High School 0 0 NYS Dept. of Labor, Div. of Employment 0 0 Plattsburgh One Work Source Center 0 0 Northlands Job Corps Center 0 0 State University of NY Career Development Center 0 0 CV-TEC 0 0 Outside Referral* 1 1 Glassdoor.com 0 0			Plattsburgh High School	0	0
NYS Dept. of Labor, Div. of Employment 0 0 Plattsburgh One Work Source Center 0 0 Northlands Job Corps Center 0 0 State University of NY Career Development Center 0 0 CV-TEC 0 0 Outside Referral* 1 1 Glassdoor.com 0 0			Beakmantown High School	0	0
Plattsburgh One Work Source Center 0 0 Northlands Job Corps Center 0 0 State University of NY Career Development Center 0 0 CV-TEC 0 0 Outside Referral* 1 1 Glassdoor.com 0 0			Peru High School	0	0
Northlands Job Corps Center 0 0 State University of NY Career Development Center 0 0 CV-TEC 0 0 Outside Referral* 1 1 Glassdoor.com 0 0			NYS Dept. of Labor, Div. of Employment	0	0
State University of NY Career Development Center 0 0 0 CV-TEC 0 0 0 Outside Referral* 1 1 1 Glassdoor.com 0 0			Plattsburgh One Work Source Center	0	0
CV-TEC 0 0 Outside Referral* 1 1 Glassdoor.com 0 0			Northlands Job Corps Center	0	0
Outside Referral* 1 1 Glassdoor.com 0 0			State University of NY Career Development Center	0	0
Glassdoor.com 0 0			CV-TEC	0	0
Glassdoor.com 0 0			Outside Referral*	1	1
			Glassdoor.com	0	0

1504119 Tot	tal		3	2
1505973	Broadband Installer	Charter.com	0	0
		Direct Employers	0	0
		Indeed*	1	C
		Charter Intranet	0	C
		YMCA	0	C
		Salvation Army	0	C
		North Country Chamber of Commerce	0	C
		United Way of Clinton County	0	(
		Plattsburg Rotary Club	0	(
		Westaff - Plattsburgh	0	(
		NY Empire State College	0	(
		State Univ of NY - Plattsburgh	0	(
		Clinton Community College	0	(
		Plattsburgh High School	0	(
		Beakmantown High School	_	
			0	(
		Peru High School	0	(
		NYS Dept. of Labor, Div. of Employment	0	(
		Plattsburgh One Work Source Center	0	(
		Northlands Job Corps Center	0	(
		State University of NY Career Development Center	0	(
		CV-TEC	0	(
		Outside Referral*	1	•
4505050 T		Glassdoor.com	0	
1505973 Tot 1604049		Charter.com	2	1
1604049	Construction Coordinator		0	(
		Direct Employers	0	(
		Charter Intranet	1	
		YMCA	0	(
		Salvation Army	0	(
		North Country Chamber of Commerce	0	(
		United Way of Clinton County	0	(
		Plattsburg Rotary Club	0	(
		Westaff - Plattsburgh	0	(
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		NY Empire State College	0	(
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		NY Empire State College	•	(
		NY Empire State College State Univ of NY - Plattsburgh	0	(
		NY Empire State College State Univ of NY - Plattsburgh Clinton Community College Plattsburgh High School	0	(
		NY Empire State College State Univ of NY - Plattsburgh Clinton Community College Plattsburgh High School Beakmantown High School	0 0 0	(
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		NY Empire State College State Univ of NY - Plattsburgh Clinton Community College Plattsburgh High School Beakmantown High School Peru High School NYS Dept. of Labor, Div. of Employment	0 0 0 0	()
		NY Empire State College State Univ of NY - Plattsburgh Clinton Community College Plattsburgh High School Beakmantown High School Peru High School NYS Dept. of Labor, Div. of Employment Plattsburgh One Work Source Center	0 0 0 0 0 0	() () () ()
		NY Empire State College State Univ of NY - Plattsburgh Clinton Community College Plattsburgh High School Beakmantown High School Peru High School NYS Dept. of Labor, Div. of Employment Plattsburgh One Work Source Center Northlands Job Corps Center	0 0 0 0 0 0 0	
		NY Empire State College State Univ of NY - Plattsburgh Clinton Community College Plattsburgh High School Beakmantown High School Peru High School NYS Dept. of Labor, Div. of Employment Plattsburgh One Work Source Center	0 0 0 0 0 0	() () () () ()

1604049 To	tal		1
1504085	QA Inspector I	Charter.com	0
	·	Direct Employers	0
		Charter Intranet	2
		YMCA	0
		Salvation Army	0
		North Country Chamber of Commerce	0
		United Way of Clinton County	0
		Plattsburg Rotary Club	0
		Westaff - Plattsburgh	0
		NY Empire State College	0
		State Univ of NY - Plattsburgh	0
		· · · · · · · · · · · · · · · · · · ·	
		Clinton Community College	0
		Plattsburgh High School	0
		Beakmantown High School	0
		Peru High School	0
		NYS Dept. of Labor, Div. of Employment	0
		Plattsburgh One Work Source Center	0
		Northlands Job Corps Center	0
		State University of NY Career Development Center	0
		CV-TEC	0
		Glassdoor.com	0
504085 To			2
505996	System Technician I	Charter.com	1
		Direct Employers	0
		Charter Intranet	2
		YMCA	0
		Salvation Army	0
		North Country Chamber of Commerce	0
		United Way of Clinton County	0
		Plattsburg Rotary Club	0
		Westaff - Plattsburgh	0
		NY Empire State College	0
		State Univ of NY - Plattsburgh	0
		Clinton Community College	0
		Plattsburgh High School	0
		Beakmantown High School	0
		Peru High School	0
		NYS Dept. of Labor, Div. of Employment	0
		Plattsburgh One Work Source Center	0
		Northlands Job Corps Center	0
			-
		State University of NY Career Development Center	0
		CV-TEC	0
505000 T	4-1	Glassdoor.com	0
1505996 To		Objection	3
16015	05 Broadband Installer	Charter.com	1

1601505 Broadband Installer	Direct Employers	0	0
	Indeed*	1	1
	Charter Intranet	0	0
	YMCA	0	0
	Salvation Army	0	0
	North Country Chamber of Commerce	0	0
	·		
	United Way of Clinton County	0	0
	Plattsburg Rotary Club	0	0
	Westaff - Plattsburgh	0	0
	NY Empire State College	0	0
	State Univ of NY - Plattsburgh	0	0
	Clinton Community College	0	0
	Plattsburgh High School	0	0
	Beakmantown High School	0	0
	Peru High School	0	0
	NYS Dept. of Labor, Div. of Employment	0	0
	Plattsburgh One Work Source Center	0	0
	Northlands Job Corps Center	0	0
	State University of NY Career Development Center	0	0
	CV-TEC	0	0
		4	4
	Outside Referral*	1	1
	Craigslist	0	0
	Glassdoor.com	1	1
	Employee Referral*	2	1
	North Country Chamber of Commerce Job Fair 05/11/16	0	0
1601505 Total		6	4
1505266 Field Auditor	Charter.com	1	0
	Direct Employers	0	0
	Charter Intranet	0	0
	YMCA	0	0
	Salvation Army	0	0
	North Country Chamber of Commerce	0	0
	United Way of Clinton County	0	0
	Plattsburg Rotary Club	0	0
	Westaff - Plattsburgh	0	0
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	NY Empire State College	· ·	^
	State Univ of NY - Plattsburgh	0	0
	State Univ of NY - Plattsburgh Clinton Community College	0	0
	State Univ of NY - Plattsburgh Clinton Community College Plattsburgh High School	0	0 0
	State Univ of NY - Plattsburgh Clinton Community College Plattsburgh High School Beakmantown High School	0	0
	State Univ of NY - Plattsburgh Clinton Community College Plattsburgh High School Beakmantown High School Peru High School	0 0 0	0 0
	State Univ of NY - Plattsburgh Clinton Community College Plattsburgh High School Beakmantown High School	0 0 0 0	0 0 0
	State Univ of NY - Plattsburgh Clinton Community College Plattsburgh High School Beakmantown High School Peru High School	0 0 0 0	0 0 0
	State Univ of NY - Plattsburgh Clinton Community College Plattsburgh High School Beakmantown High School Peru High School NYS Dept. of Labor, Div. of Employment	0 0 0 0 0	0 0 0 0
	State Univ of NY - Plattsburgh Clinton Community College Plattsburgh High School Beakmantown High School Peru High School NYS Dept. of Labor, Div. of Employment Plattsburgh One Work Source Center Northlands Job Corps Center	0 0 0 0 0	0 0 0 0 0
	State Univ of NY - Plattsburgh Clinton Community College Plattsburgh High School Beakmantown High School Peru High School NYS Dept. of Labor, Div. of Employment Plattsburgh One Work Source Center	0 0 0 0 0 0	0 0 0 0 0 0

1505266 Field Auditor	Outside Referral*	2	0
	Glassdoor.com	0	0
	Google*	1	1
1505266 Total		4	1
Grand Total		21	11

RECRUITMENT SOURCE LIST

Name of Recruitment					Entitled to	Total Number of
Source	Street Address	City, State, Zip	Contact Person	Telephone Number	Notification?	Referrals
	9002 N. Purdue Rd.,	Indianapolis, IN				
Direct Employers	Ste. 100	42628	directemployers.org	317-874-9000	No	0
	12405 Powerscourt					
Charter.com	Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	4
Charter Intranet					No	5
	100 Shoreline	Mill Valley, CA				
GlassDoor.com	Highway Building A	94941	glassdoor.com	415-275-7645	No	1
Indeed*					No	3
Employee Referral*					No	2
Outside Referral*						5
Google*						1
Craigslist					No	0
North Country Chamber of						
Commerce Job Fair - 05/11/16					No	0
00/11/10		Plattsburgh, NY			110	<u> </u>
YMCA	17 Oak Street	12901			No	0
	75 Montcalm	Plattsburgh, NY				
Salvation Army	Avenue	12901			No	0
North Country						
Chamber of		Plattsburgh, NY				
Commerce	7061 State Route 9	12901			No	0
United Way of		Plattsburgh, NY				
Clinton County	45 Tom Miller Road	12901	www.unitedwayce.org/		No	0
Plattsburg Rotary		Plattsburgh, NY	www.plattsburghrotary.o			
Club	45 Tom Miller Road	12901	<u>rg/</u>		No	0
Westaff -		Plattsburgh, NY	http://www.westaffvt.co			
Plattsburgh	307 West Bay Plaza	12901	m/off_platt.html		No	0
NY Empire State	osos. Bay i iaza	Plattsburgh, NY	, 311_piattiiiii		140	†
College	101 Broad St # 114	12901			No	0
State Univ of NY -	224 Sibley Hall	Plattsburgh, NY			140	†
Plattsburgh	Rugar Street	12901	www.plattsburgh.edu		No	0
Clinton Community	136 Clinton Point	Plattsburgh, NY				†
College	Drive	12901			No	0
Plattsburgh High		Plattsburgh, NY				†
School	1 Clifford Drive	12901			No	0
Beakmantown High		West Chazy, NY				
School	37 Eagle Way	12992			No	0

	17 School Street,					
Peru High School	P.O. Box 68	Peru, NY 12972			No	0
NVC Dant of Labor		Diettek web NV				
NYS Dept. of Labor,	404440	Plattsburgh, NY			N.I	•
Div. of Employment	194 U.S. Oval	12901			No	0
Plattsburgh One		Plattsburgh, NY				
Work Source Center	194 U.S. Oval	12901			No	0
Northlands Job	100A MacDonough	Vergennes, VT				
Corps Center	Drive,	05491			No	0
State University of	118 Angell College					
NY Career	Center (ACC), 101	Plattsburgh, NY				
Development Center	Broad Street	12901	www.plattsburgh.edu	(518) 564-5080	No	0
	1585 Military					
	Turnpike,	Plattsburgh, NY				
CV-TEC	Plattsburgh	12901	Flick_Connie@cves.org		No	0
North Country						
Chamber of	253 New York Rd					
Commerce in	255 NEW TOLK RO	Plattsburgh, NY				
Plattsburgh		12901	Becky Mannor	518-563-1000	No	0
SUNY College at	Angell College	Plattsburgh, NY	Tobi Hay	518-564-5075		
Plattsburgh	Center, Suite 118	12901	TUDITIAY	010-004-0070	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	Broadband & Maintenance Technician Career progression	Ongoing	Charter Communications provides in-house technical training for career progression opportunities for our technicians to enhance their skills to better prepare them for their current jobs and/or advanced positions.
5	NCTI & SCTE Training Programs	Ongoing	Technicians have established career paths where they can advance to higher positions, and also have access to educational programs and materials at Charter's expense from industry organizations such as the National Cable Television Institute and the Society of Cable Telecommunications Engineers.
6	SUNY College at Plattsburgh	03/30/16	School Sponsored Job Fair
7	North Country Chamber of Commerce Job Fair	05/11/16	General Population Job Fair

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 12612 - OPS Clinton Cnty NY

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

Total Number of Full-Time Vacancies Filled During This Period: 24

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 NY

FCC Unit 12612 - OPS Clinton Cnty NY

				Number
Req#	Job Title	Source	Interviewees Referred	Hired
1505717	Direct Sales Rep	CareerBuilder.com	3	0
		Indeed	2	0
		Charter.com	3	1
		Direct Employers	0	0
		zip Recruiter	1	0
1505717 Total			9	1
1602322	Store Associate	CareerBuilder.com	1	0
		Craig's List	2	0
		Indeed	4	0
		Monster	2	0
		Charter.com	3	0
		Direct Employers	0	0
		Referral*	3	1
1602322 Total			15	1
Grand Total			24	2

RECRUITMENT SOURCE LIST

Name of Recruitment					Entitled to	Total Number of
Source	Street Address	City, State, Zip	Contact Person	Telephone Number	Notification?	Referrals
	9002 N. Purdue Rd.,	Indianapolis, IN				
Direct Employers	Ste. 100	42628	directemployers.org	317-874-9000	No	0
	12405 Powerscourt					
Charter.com	Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	6
	422 West Loveland					
RecruitMilitary	Ave.	Loveland, OH 45140	recruitmilitary.com	513-683-5020	No	0
		Mountain View, CA				
LinkedIn	2029 Stierlin Court	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
0.00020000			g.accaccco	110 270 70 10	110	Ĭ
CareerBuilder*						4
Craig's List*						2
Zip Recruiter*						1
Indeed*						6
Monster						2
Employee Referral						3

^{*} 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
			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
1	Tuition Reimbursement	Ongoing	advanced positions.
			Charter Communications requires new employees complete training on the following
	T		topics: fostering mutual respect in the workplace, Charter's Code of Conduct, information
	Training Programs for All	0	security, privacy, records and information management, timekeeping, and performance
2	Employees	Ongoing	management.
			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
	Training Programs for		electronic courses span a variety of topics, including communication, presentation, time
	Management-Level		management, managing change, project management, treating employees fairly, and
3	Employees	Ongoing	software skills.
			The Charter Store Career Progression Program 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
	Career Progression for		top sales talent to Charter by providing those individuals with a competitive
4	Store Employees	Ongoing	compensation structure and formal career path.