

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	Interviewees Referred	Number
				Hired
1504119	Broadband Installer	Charter.com	1	0
		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
		Outside Referral*	1	1
		Glassdoor.com	0	0

1504119 Total			3	2
1505973	Broadband Installer	Charter.com	0	0
		Direct Employers	0	0
		Indeed*	1	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
		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
1505973 Total			2	1
1604049	Construction Coordinator	Charter.com	0	0
		Direct Employers	0	0
		Charter Intranet	1	1
		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
		Glassdoor.com	0	0

1604049 Total			1	1
1504085	QA Inspector I	Charter.com	0	0
		Direct Employers	0	0
		Charter Intranet	2	1
		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
		Glassdoor.com	0	0
1504085 Total			2	1
1505996	System Technician I	Charter.com	1	0
		Direct Employers	0	0
		Charter Intranet	2	1
		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
		Glassdoor.com	0	0
1505996 Total			3	1
1601505	Broadband Installer	Charter.com	1	0

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
	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
	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

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 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
Charter Intranet					No	5
GlassDoor.com	100 Shoreline Highway Building A	Mill Valley, CA 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
YMCA	17 Oak Street	Plattsburgh, NY 12901			No	0
Salvation Army	75 Montcalm Avenue	Plattsburgh, NY 12901			No	0
North Country Chamber of Commerce	7061 State Route 9	Plattsburgh, NY 12901			No	0
United Way of Clinton County	45 Tom Miller Road	Plattsburgh, NY 12901	www.unitedwayce.org/		No	0
Plattsburg Rotary Club	45 Tom Miller Road	Plattsburgh, NY 12901	www.plattsburghrotary.org/		No	0
Westaff - Plattsburgh	307 West Bay Plaza	Plattsburgh, NY 12901	http://www.westaffvt.com/off_platt.html		No	0
NY Empire State College	101 Broad St # 114	Plattsburgh, NY 12901			No	0
State Univ of NY - Plattsburgh	224 Sibley Hall Rugar Street	Plattsburgh, NY 12901	www.plattsburgh.edu		No	0
Clinton Community College	136 Clinton Point Drive	Plattsburgh, NY 12901			No	0
Plattsburgh High School	1 Clifford Drive	Plattsburgh, NY 12901			No	0
Beakmantown High School	37 Eagle Way	West Chazy, NY 12992			No	0

Peru High School	17 School Street, P.O. Box 68	Peru, NY 12972			No	0
NYS Dept. of Labor, Div. of Employment	194 U.S. Oval	Plattsburgh, NY 12901			No	0
Plattsburgh One Work Source Center	194 U.S. Oval	Plattsburgh, NY 12901			No	0
Northlands Job Corps Center	100A MacDonough Drive,	Vergennes, VT 05491			No	0
State University of NY Career Development Center	118 Angell College Center (ACC), 101 Broad Street	Plattsburgh, NY 12901	www.plattsburgh.edu	(518) 564-5080	No	0
CV-TEC	1585 Military Turnpike, Plattsburgh	Plattsburgh, NY 12901	Flick_Connie@cves.org		No	0
North Country Chamber of Commerce in Plattsburgh	253 New York Rd	Plattsburgh, NY 12901	Becky Mannor	518-563-1000	No	0
SUNY College at Plattsburgh	Angell College Center, Suite 118	Plattsburgh, NY 12901	Tobi Hay	518-564-5075	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

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Total Number of Full-Time Vacancies Filled During This Period: 2
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

Req #	Job Title	Source	Interviewees Referred	Number 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

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Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	6
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
CareerBuilder*						4
Craig's List*						2
Zip Recruiter*						1
Indeed*						6
Monster						2
Employee Referral						3

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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 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 top sales talent to Charter by providing those individuals with a competitive compensation structure and formal career path.