

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 12579 - OPS Catawba Cnty NC

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

Total Number of Full-Time Vacancies Filled During This Period: 21
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 58

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

FULL-TIME VACANCIES FILLED

State NC
FCC Unit 12579 - OPS Catawba Cnty NC

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1602062	Business Account Executive	Indeed	3	0
		Charter.com	2	1
		Direct Employers	0	0
		Referral*	2	0
1602062 Total			7	1
1504087	Direct Sales Rep	Charter.com	2	1
		Direct Employers	0	0
		Referral*	8	2
1504087 Total			10	3
1504707	Direct Sales Rep	Charter.com	1	1
		Direct Employers	0	0
		Referral*	2	0
1504707 Total			3	1
1507277	Direct Sales Rep	Indeed	1	1
		Charter.com	2	1
		Direct Employers	0	0
1507277 Total			3	2
1601145	Direct Sales Rep	Indeed	1	0
		Direct Employers	0	0
		Referral*	4	1
1601145 Total			5	1
1601510	Direct Sales Rep	Indeed	2	1
		Charter.com	1	1

1601510	Direct Sales Rep	Direct Employers	0	0
		Referral*	1	0
1601510 Total			4	2
1602970	Direct Sales Rep	Charter.com	1	1
		Direct Employers	0	0
		Referral*	2	1
1602970 Total			3	2
1603678	Direct Sales Rep	Charter.com	2	0
		Direct Employers	0	0
		Referral*	3	2
1603678 Total			5	2
1604416	Direct Sales Rep	Indeed	2	1
		Charter.com	1	1
		Direct Employers	0	0
1604416 Total			3	2
1604461	Direct Sales Rep	Indeed	3	1
		Charter.com	2	1
		Direct Employers	0	0
1604461 Total			5	2
1507342	Store Associate	Indeed	4	1
		Charter.com	3	0
		Direct Employers	0	0
		Referral*	1	0
1507342 Total			8	1
1602299	Sup, Direct Sales I-SFU	Charter.com	1	1
		Direct Employers	0	0
1602299 Total			1	1
1603442	Sup, Direct Sales I-SFU	Charter.com	1	1
		Direct Employers	0	0
1603442 Total			1	1
Grand Total			58	21

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	19
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
Indeed*						16
Employee Referral						23

* 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	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.