

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 12586 - OPS Harnett Cnty NC

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

Total Number of Full-Time Vacancies Filled During This Period: 20
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 43

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

FULL-TIME VACANCIES FILLED

State NC
FCC Unit 12586 - OPS Harnett Cnty NC

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1601690	Broadband Installer	Indeed	2	0
		Internal	2	2
		Charter.com	1	1
		Direct Employers	0	0
		Referral*	2	1
1601690 Total			7	4
1506095	Broadband Technician	TV	1	0
		Direct Employers	0	0
		Referral*	1	1
1506095 Total			2	1
1506426	Broadband Technician	TV	1	1
		Internal	1	0
		Charter.com	2	1
		Direct Employers	0	0
		Referral*	1	0
		University of Phoenix*	1	0
1506426 Total			6	2
1507323	Broadband Technician	Direct Employers	0	0
		Referral*	1	1
1507323 Total			1	1
1603518	Broadband Technician	Direct Employers	0	0
		Referral*	1	1
1603518 Total			1	1

1505901	Broadband Technician Sr	Internal Direct Employers	4 0	4 0
1505901 Total			4	4
1506096	Broadband Technician Sr	Internal Direct Employers	1 0	1 0
1506096 Total			1	1
1602117	Broadband Technician Sr	Internal Direct Employers	1 0	1 0
1602117 Total			1	1
1505354	QA Inspector I	Internal Direct Employers	6 0	1 0
1505354 Total			6	1
1505525	System Technician I	Indeed Internal Charter.com Direct Employers	1 4 1 0	0 1 0 0
1505525 Total			6	1
1601144	System Technician I	Internal Direct Employers	3 0	2 0
1601144 Total			3	2
1603149	Sup, Supply Chain Hub	Indeed RecruitMilitary Internal Direct Employers Referral*	1 1 2 0 1	0 0 1 0 0
1603149 Total			5	1
Grand Total			43	20

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
RecruitMilitary	422 West Loveland Ave.	Loveland, OH 45140	recruitmilitary.com	513-683-5020	No	1
LinkedIn	2029 Stierlin Court	Mountain View, CA 94043	linkedin.com	312-650-7593	No	
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	
Indeed	7501 North Capital of Texas Highway Building B	Austin, TX 78731	indeed.com	(203) 328-2691	No	4
TV Ads	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	2
University of Phoenix*						1
Referral*						7
Internal						24

* 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	NCTI Training	Ongoing	Charter Communications arranged and paid for training through Jones/NCTI for field technicians and supervisors, enabling acquisition of skills to qualify them for higher level positions. Supervisors and managers participated in a variety of training programs devised to assist with leadership development and policy administration skills. Charter Communications provides twice yearly (April and September) study guides and practical assessments to enable self promotion for Broadband and System Technicians. Charter Communications requires that new employees complete the following training within their first month of employment: Harassment Prevention in the Workplace, Information Security and Privacy, Records and Information Management, Wage and Hour, and Charter's Marketing Privacy Preferences.
5	Broadband Technical Career Progression	Ongoing	Program designed to track the career progression of all BBI, ABI, and BBT technicians so they promote on schedule.

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**2016 FCC EEO Public File Report for Charter Communications
12586 - OPS Harnett Cnty NC**

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

Total Number of Full-Time Vacancies Filled During This Period: 2
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 3

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

FULL-TIME VACANCIES FILLED

State NC
FCC Unit 12586 - OPS Harnett Cnty NC

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1601696	Direct Sales Rep	Charter.com	1	1
		Direct Employers	0	0
		Careerbuilder	1	0
1601696 Total			2	1
1603876	Direct Sales Rep	Indeed	1	1
		Direct Employers	0	0
1603876 Total			1	1
Grand Total			3	2

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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	1
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*						1
CareerBuilder*						1

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**2016 FCC EEO Public File Report for Charter Communications
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Total Number of Full-Time Vacancies Filled During This Period: 1
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 3

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FULL-TIME VACANCIES FILLED

State NC
FCC Unit 12586 - OPS Harnett Cnty NC

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1504027	Account Manager ESM	Charter.com	1	1
		Direct Employers	0	0
		Referral*	1	0
		Indeed.com*	1	0
1504027 Total			3	1
Grand Total			3	1

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Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	1
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*	177 Broad St 6th Fl	Stamford, CT 06901	indeed.com	203-328-2691	No	1
Referral*						1

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