

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 12613 - OPS Jackson Cnty OR

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

Total Number of Full-Time Vacancies Filled During This Period: 25
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 76

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

FULL-TIME VACANCIES FILLED

State OR
FCC Unit 12613 - OPS Jackson Cnty OR

Req #	Job Title	Source	Interviewees Referred	Number Hired
1604660	Broadband Installer	Charter.com	1	1
		Direct Employers	0	0
		Craigslist	2	0
		Rogue Community College	0	0
		Employee Referral	1	1
1604660 Total			4	2
1504637	Broadband Technician Sr	Internal	6	5
		Direct Employers	0	0
		Craigslist	0	0
		Rogue Community College	0	0
1504637 Total			6	5
1504762	Field Auditor	Internal	2	1
		Direct Employers	0	0
		Craigslist	0	0
		Rogue Community College	0	0
		Employee Referral	2	0
		Oregon Employment Office - Worksource	1	0
1504762 Total			5	1
1505854	Technical Service Rep I	Internal	2	1
		Direct Employers	0	0
		Craigslist	0	0
		Rogue Community College	0	0
		Employee Referral	1	1
1505854 Total			3	2

1505107	Broadband Installer	Indeed	1	0
		Charter.com	2	1
		Direct Employers	0	0
		Craigslist	1	1
		Rogue Community College	0	0
		Employee Referral	2	0
1505107 Total			6	2
1506116	Broadband Installer	Direct Employers	0	0
		Craigslist	1	0
		Rogue Community College	0	0
		Employee Referral	1	1
		Oregon Employment Office - Worksource	1	0
1506116 Total			3	1
1506377	Broadband Installer	Charter.com	2	0
		Direct Employers	0	0
		Craigslist	0	0
		Rogue Community College	0	0
		Employee Referral	1	1
1506377 Total			3	1
1506946	Broadband Installer	Google	3	0
		Charter.com	2	1
		Direct Employers	0	0
		Craigslist	3	1
		Rogue Community College	0	0
		Employee Referral	2	0
1506946 Total			10	2
1603519	Broadband Installer	Indeed	1	0
		Charter.com	1	1
		Direct Employers	0	0
		Craigslist	0	0
		Rogue Community College	0	0
		Employee Referral	2	0
1603519 Total			4	1
1601671	Broadband Technician Sr	Internal	7	1
		Direct Employers	0	0
		Craigslist	0	0
		Rogue Community College	0	0
1601671 Total			7	1
1602754	Broadband Technician Sr	Internal	1	1
		Direct Employers	0	0
		Craigslist	0	0
		Rogue Community College	0	0
1602754 Total			1	1

1506223	Network Technician	Internal	1	1
		Direct Employers	0	0
		Craigslist	0	0
		Rogue Community College	0	0
1506223 Total			1	1
1505268	Service Estimator	Internal	2	0
		Charter.com	1	1
		Direct Employers	0	0
		Craigslist	0	0
		Rogue Community College	0	0
1505268 Total			3	1
1601157	Sr Warehouse Technician	GlassDoor	0	0
		Indeed	2	0
		Internal	2	1
		Charter.com	1	0
		Direct Employers	0	0
1601157 Total			5	1
1504997	Technical Service Rep I	Indeed	1	0
		Radio	1	0
		Charter.com	4	1
		Direct Employers	0	0
		Craigslist	1	0
		Rogue Community College	0	0
		Employee Referral	2	1
		Oregon Employment Office - Worksource	1	0
		Mail Tribune	0	0
1504997 Total			10	2
1602051	Warehouse Technician	GlassDoor	0	0
		Google	1	1
		Internal	3	0
		Direct Employers	0	0
		Employee Referral	1	0
1602051 Total			5	1
Grand Total			76	25

RECRUITMENT SOURCE LIST

Name of Recruitment Source	Street Address	City, State, Zip	Contact Person	Telephone Number	Entitled to Notification?	Total Number of Referrals
Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	14
Craigslist	222 Sutter St, 9th Floor	San Francisco, CA 94108	craigslist.org	800-664-0633	No	8
Indeed, Inc.	7501 North Capital of Texas Highway, Bldg. B	Austin, TX 78731	indeed.com	800-462-5842	No	3
Google	1600 Amphitheatre Parkway.	Mountain View, CA 94043	google.com		No	4
Oregon Employment Office - Worksource	119 N Oakdale Ave	Medford, OR 97501		541-776-6060	No	3
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	0
Radio Ad	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	1
Direct Employers	9002 N. Purdue Rd., Ste. 100	Indianapolis, IN 42628	directemployers.org	317-874-9000	No	0
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
Rogue Community College	114 S. Bartlett St.	Medford, OR 97501	bmcauley@roguecc.edu	(541) 245-7500	No	0
Mail Tribune	111 N. Fir St.	Medford, OR 97501	mailtribune.com	541-776-4411	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.
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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
12613 - OPS Jackson Cnty OR**

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

Total Number of Full-Time Vacancies Filled During This Period: 22
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 46

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

FULL-TIME VACANCIES FILLED

State OR
FCC Unit 12613 - OPS Jackson Cnty OR

Req #	Job Title	Source	Interviewees Referred	Number	
				Hired	
1504678	Business Account Executive	Indeed	1	0	
		Charter.com	1	0	
		Direct Employers	0	0	
		Referral*	3	2	
1504678 Total			5	2	
1506869	Business Account Executive	Charter.com	1	0	
		Direct Employers	0	0	
		Referral*	2	1	
1506869 Total			3	1	
1505257	Direct Sales Rep	Craig's List	1	0	
		LinkedIn	1	1	
		Charter.com	1	1	
		Direct Employers	0	0	
		Referral*	1	0	
		Charter TV	1	0	
1505257 Total			5	2	
1505539	Direct Sales Rep	Indeed	2	0	
		Direct Employers	0	0	
		Referral*	3	1	
1505539 Total			5	1	
1506088	Direct Sales Rep	Direct Employers	0	0	
		Referral*	1	1	
1506088 Total			1	1	
1506514	Direct Sales Rep	Charter.com	1	1	

1506514	Direct Sales Rep	Direct Employers	0	0
1506514 Total			1	1
1601181	Direct Sales Rep	CareerBuilder.com	1	1
		Facebook	1	1
		Indeed	3	0
		Charter.com	5	5
		Direct Employers	0	0
1601181 Total			10	7
1602553	Direct Sales Rep	Indeed	1	0
		Charter.com	1	1
		Direct Employers	0	0
1602553 Total			2	1
1601099	Sr Human Resources Generalist	Direct Employers	0	0
		Referral*	1	1
1601099 Total			1	1
1505896	Store Associate	Craig's List	1	0
		Indeed	1	1
		Charter.com	4	1
		Direct Employers	0	0
		Referral*	2	0
1505896 Total			8	2
1506868	Store Associate	Charter.com	3	1
		Direct Employers	0	0
1506868 Total			3	1
1602127	Store Associate	Indeed	1	1
		Direct Employers	0	0
		Ch	1	1
1602127 Total			2	2
Grand Total			46	22

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.