

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 12620 - OPS Klamath Cnty OR

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

Total Number of Full-Time Vacancies Filled During This Period: 4  
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 26

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

### FULL-TIME VACANCIES FILLED

State OR  
FCC Unit 12620 - OPS Klamath Cnty OR

Req #	Job Title	Source	Interviewees Referred	Number Hired
1601319	Broadband Installer	Indeed	3	0
		Local Job Network	1	0
		Direct Employers	0	0
		WorkSource, Klamath Falls	4	1
		Heralds and News	0	0
		Craigslist	0	0
		Klamath Community College	0	0
<b>1601319 Total</b>			<b>8</b>	<b>1</b>
1602049	Broadband Installer	Indeed	3	0
		Direct Employers	0	0
		WorkSource, Klamath Falls	1	0
		Heralds and News	2	0
		Craigslist	2	0
		Klamath Community College	0	0
		Oregon Tech Institute	0	0
<b>1602049 Total</b>			<b>8</b>	<b>0</b>

1602937	Broadband Installer	Indeed	1	0
		Local Job Network	1	0
		Charter.com	2	1
		Direct Employers	0	0
		WorkSource, Klamath Falls	1	0
		Craigslist	0	0
		Klamath Community College	0	0
		Employee Referral	2	0
		Oregon Tech Institute	0	0
<b>1602937 Total</b>			<b>7</b>	<b>1</b>
1505673	Broadband Technician Sr	Internal	1	1
		Direct Employers	0	0
		Craigslist	0	0
		Klamath Community College	0	0
<b>1505673 Total</b>			<b>1</b>	<b>1</b>
1601369	Field Auditor	Direct Employers	0	0
		WorkSource, Klamath Falls	1	1
		Craigslist	0	0
		Klamath Community College	0	0
		Employee Referral	1	0
<b>1601369 Total</b>			<b>2</b>	<b>1</b>
Grand Total			26	4

**RECRUITMENT SOURCE LIST**

<b>Name of Recruitment Source</b>	<b>Street Address</b>	<b>City, State, Zip</b>	<b>Contact Person</b>	<b>Telephone Number</b>	<b>Entitled to Notification?</b>	<b>Total Number of Referrals</b>
Worksource Klamath Falls	801 Oak Ave	Klamath Falls, OR 97601		541-883-5630	No	7
Indeed, Inc.	7501 North Capital of Texas Highway, Bldg. B	Austin, TX 78731	indeed.com	800-462-5842	No	7
Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	2
Herald and News	2701 Foothills Blvd	Klamath Falls, OR 97603		541-885-4410	No	2
Craigslist	222 Sutter St, 9th Floor	San Francisco, CA 94108	craigslist.org	800-664-0633	No	2
Local Job network		Klamath Falls, OR			No	2
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
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	0
Klamath Community College	7390 S 6th St	Klamath Falls, OR 97603	klamathcc.edu	541-882-3521	No	0
Oregon Tech Institute	3201 Campus Dr.	Klamath Falls, OR 97601	oit.edu		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			
5			

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## 2016 FCC EEO Public File Report for Charter Communications 12620 - OPS Klamath Cnty OR

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

Total Number of Full-Time Vacancies Filled During This Period: 7  
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 14

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### FULL-TIME VACANCIES FILLED

State OR  
FCC Unit 12620 - OPS Klamath Cnty OR

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1505893	Direct Sales Rep	Direct Employers Referral*	0 1	0 1
<b>1505893 Total</b>			<b>1</b>	<b>1</b>
1601756	Direct Sales Rep	Indeed Direct Employers	1 0	1 0
<b>1601756 Total</b>			<b>1</b>	<b>1</b>
1602357	Direct Sales Rep	Indeed Charter.com Direct Employers OR Employment	1 3 0 1	1 1 0 0
<b>1602357 Total</b>			<b>5</b>	<b>2</b>
1604839	Direct Sales Rep	CareerBuilder.com LinkedIn Direct Employers Referral*	1 1 0 1	0 1 0 1
<b>1604839 Total</b>			<b>3</b>	<b>2</b>
1505997	Store Associate	Craig's List Indeed Direct Employers OR Employment	1 2 0 1	1 0 0 0
<b>1505997 Total</b>			<b>4</b>	<b>1</b>
<b>Grand Total</b>			<b>14</b>	<b>7</b>

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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	3
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	1
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	0
CareerBuilder*						1
Craig's List*						1
OR Employment*						2
Indeed*						4
Employee Referral						2

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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 <b>Store Specialist</b> , 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.