

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 12634 - OPS Sullivan Cnty TN

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

Total Number of Full-Time Vacancies Filled During This Period: **19**
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: **74**

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

FULL-TIME VACANCIES FILLED

State TN
FCC Unit 12634 - OPS Sullivan Cnty TN

Req #	Job Title	Source	Interviewees Referred	Number Hired
1505008	Broadband Installer	Charter.com	1	0
		Direct Employers	0	0
		Indeed.com*	4	1
		Employee Referral*	2	2
1505008 Total			7	3
1505774	Broadband Installer	Charter.com	2	1
		Direct Employers	0	0
		Indeed.com*	1	1
		Employee Referral*	2	0
1505774 Total			5	2
1507080	Broadband Installer	Charter.com	3	1
		Direct Employers	0	0
		Indeed.com*	1	1
		Employee Referral*	3	1
		Google.com	1	0
		Jobs4tn.gov*	1	0
1507080 Total			9	3
1601314	Broadband Installer	Charter.com	3	0
		Direct Employers	0	0
		Indeed.com*	2	1
		Employee Referral*	1	0
1601314 Total			6	1
1602276	Broadband Installer	TV	1	1

1602276	Broadband Installer	Charter.com	1	0
		Direct Employers	0	0
		Employee Referral*	1	0
1602276 Total			3	1
1603514	Broadband Installer	Charter.com	3	1
		Direct Employers	0	0
		Indeed.com*	4	1
		Employee Referral*	5	2
1603514 Total			12	4
1602877	CB Broadband Technician	Charter.com	5	1
		Direct Employers	0	0
1602877 Total			5	1
1601703	Construction Coordinator	Charter.com	11	1
		Direct Employers	0	0
1601703 Total			11	1
1602915	Maintenance Technician	Charter.com	5	1
		Direct Employers	0	0
1602915 Total			5	1
1505339	System Technician I	Charter.com	6	1
		Direct Employers	0	0
1505339 Total			6	1
1506612	System Technician I	Charter.com	5	1
		Direct Employers	0	0
1506612 Total			5	1
Grand Total			74	19

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	
Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	45
TN Department of Labor and Workforce	2515 Wesley Street	Johnson City, TN 37601				0
Marathon Ministry	P.O. Box 1815	Gate City, VA 24251				0
Kingsport Housing Authority	P.O. Box 44	Kingsport, TN 37662				0
Bristol Chamber of Commerce	20 Volunteer Pkwy	Bristol TN				0
East Hawkins County Chamber	P.O. Box 1314	Church Hill, TN 37642				0
Johnson City Chamber of Commerce	603 E. Market Street	Johnson City, TN 37601				0
Junior League of Bristol TN/VA	P.O. Box 1599	Bristol, VA 24203				0
Tennessee Career Center at Talbott	6057 W. Andrew Johnson Hwy	Talbott, TN 37877				0
TN Career Center - Greenville	1140 East Center Street	Kingsport, TN 37660				0
Milligan College	P.O. Box 500	Milligan College, TN 37682				0
ETSU	807 University Parkway	Johnson City, TN 37614				0
ITT Technical Institution	4721 Lake Park Dr #100	Johnson City, TN 37615				0
Employee Referral*						14
Indeed.com*						12
Jobs4tn.gov*						1
TV*						1
Google.com*						1

* 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	TN Department of Labor and Workforce	Ongoing	Outreach memorandums submitted to enhance applicant pool
5	Marathon Ministry	Ongoing	Outreach memorandums submitted to enhance applicant pool
6	Kingsport Housing Authority	Ongoing	Outreach memorandums submitted to enhance applicant pool
7	Bristol Chamber of Commerce	Ongoing	Outreach memorandums submitted to enhance applicant pool
8	East Hawkins County Chamber	Ongoing	Outreach memorandums submitted to enhance applicant pool
9	Johnson City Chamber of Commerce	Ongoing	Outreach memorandums submitted to enhance applicant pool
10	Junior League of Bristol TN/VA	Ongoing	Outreach memorandums submitted to enhance applicant pool
11	TN Department of Labor and Workforce	Ongoing	Outreach memorandums submitted to enhance applicant pool
12	Marathon Ministry	Ongoing	Outreach memorandums submitted to enhance applicant pool
13	Kingsport Housing Authority	Ongoing	Outreach memorandums submitted to enhance applicant pool
14	Bristol Chamber of Commerce	Ongoing	Outreach memorandums submitted to enhance applicant pool
15	East Hawkins County Chamber	Ongoing	Outreach memorandums submitted to enhance applicant pool
16	Johnson City Chamber of Commerce	Ongoing	Outreach memorandums submitted to enhance applicant pool
17	Junior League of Bristol TN/VA	Ongoing	Outreach memorandums submitted to enhance applicant pool
18	Tennessee Career Center at Talbott	Ongoing	Outreach memorandums submitted to enhance applicant pool
19	TN Career Center - Greenville	Ongoing	Outreach memorandums submitted to enhance applicant pool
20	Milligan College	Ongoing	Outreach memorandums submitted to enhance applicant pool
21	ETSU	Ongoing	Outreach memorandums submitted to enhance applicant pool
22	ITT Technical Institution	Ongoing	Outreach memorandums submitted to enhance applicant pool

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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: **73**

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

FULL-TIME VACANCIES FILLED

State TN
FCC Unit 12634 - OPS Sullivan Cnty TN

Req #	Job Title	Source	Interviewees Referred	Number Hired
1505496	Business Account Executive	Indeed	2	1
		LinkedIn	1	0
		Monster	1	0
		Direct Employers	0	0
		Referral*	1	1
1505496 Total			5	2
1604047	Business Account Executive	Indeed	2	1
		LinkedIn	1	0
		Direct Employers	0	0
1604047 Total			3	1
1502596	Direct Sales Rep	Beyond.com	1	1
		Indeed	1	0
		LinkedIn	2	0
		Other - please specify below	1	0
		TV	1	0
		Internal	1	0
		Charter.com	2	0
		Direct Employers	0	0
		Referral*	4	0
1502596 Total			13	1
1601173	Direct Sales Rep	Charter Career Event Page	1	1
		Indeed	1	0
		Charter.com	2	0

1601173	Direct Sales Rep	Direct Employers	0	0
1601173 Total			4	1
1603197	Direct Sales Rep	Indeed	3	1
		Other - please specify below	1	0
		Direct Employers	0	0
1603197 Total			4	1
1505527	Store Associate	CareerBuilder.com	2	1
		Give 'Other' Explanation	1	1
		Indeed	9	0
		TV	1	0
		Charter.com	3	0
		Direct Employers	0	0
		Referral*	2	0
1505527 Total			18	2
1507045	Store Associate	CareerBuilder.com	1	0
		Charter Career Event Page	1	0
		Google	1	0
		Indeed	6	0
		LHH	1	0
		TV	2	1
		Yahoo	1	0
		Charter.com	2	0
		Direct Employers	0	0
		Referral*	3	1
1507045 Total			18	2
1505707	Store Lead	CareerBuilder.com	2	0
		Indeed	3	1
		Internal	2	0
		Charter.com	1	0
		Direct Employers	0	0
1505707 Total			8	1
Grand Total			73	11

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Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	20
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	4
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	0
Beyond						1
CareerBuilder						5
Charter TV						4
Indeed*						27
TN Work Center*						1
Monster*						1
Employee Referral						10

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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.