

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 12637 - OPS Madison Cnty TN

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

Total Number of Full-Time Vacancies Filled During This Period: 9
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 40

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

FULL-TIME VACANCIES FILLED

State TN
FCC Unit 12637 - OPS Madison Cnty TN

Req #	Job Title	Source	Interviewees Referred	Number Hired
1505911	Broadband Installer	Charter.com	1	0
		Direct Employers	0	0
		Indeed.com*	3	1
1505911 Total			4	1
1506713	Broadband Installer	Charter.com	1	0
		Direct Employers	0	0
		Indeed.com*	2	1
		TV*	1	0
1506713 Total			4	1
1601048	Broadband Installer	Charter.com	1	0
		Direct Employers	0	0
		Indeed.com*	2	0
		Google.com	1	1
		Employee Referral*	3	0
1601048 Total			7	1
1602088	Broadband Installer	Charter.com	1	1
		Direct Employers	0	0
1602088 Total			1	1
1602377	Broadband Installer	Charter.com	2	0
		Direct Employers	0	0
		Indeed.com*	1	1
1602377 Total			3	1
1604020	Broadband Installer	Direct Employers	0	0

1604020	Broadband Installer	Indeed.com*	5	1
		Employee Referral*	1	0
1604020 Total			6	1
1504504	Construction Coordinator	Charter.com	7	1
		Direct Employers	0	0
1504504 Total			7	1
1505777	System Technician I	Charter.com	3	1
		Direct Employers	0	0
1505777 Total			3	1
1506126	Technical Clerk	Charter.com	4	0
		Direct Employers	0	0
		Employee Referral*	1	1
1506126 Total			5	1
Grand Total			40	9

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	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	0
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	0
Jackson State Community College	2046 North Parkway	Jackson, TN 38301	Career Services			0
Bethel College Success	59 Murray Guard Dr	Jackson, TN 38301	Career Services			0
University of TN	605 Airways Blvd	Jackson, TN 38301	Career Services			0
University School of Jackson	232 McClellan Rd	Jackson, TN 38301	Career Services			0
Tennessee Technology Center	2468 Technology Center Drive	Jackson, TN 38301	Career Services			0
Lane College	545 Lane Avenue	Jackson, TN 38301	Career Services			0
Lambuth University	705 Lambuth Blvd	Jackson, TN 38301	Career Services			0
Union University	1050 Union University Dr	Jackson, TN 38301	Career Services			0
Jackson Area Chamber of Commerce	197 Auditorium St	Jackson, TN 38301				0
Employee Referral*						5
Google.com*						1
Indeed.com*						13
TV*						1
TN Career Center	JOBS4TN.GOV					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	Career Pathing Program	Ongoing	Allows BBT and Maintenance Technicians the ability to self - promote.
5	Jones/NCTI University	Ongoing	Charter pays for the cost of this program to allow our employee's to take classes designed to increase their knowledge in the cable industry.
6	Jackson State Community College	Ongoing	Outreach memorandums submitted to enhance applicant pool
7	Bethel College Success	Ongoing	Outreach memorandums submitted to enhance applicant pool
8	University of TN	Ongoing	Outreach memorandums submitted to enhance applicant pool
9	University School of Jackson	Ongoing	Outreach memorandums submitted to enhance applicant pool
10	Tennessee Technology Center	Ongoing	Outreach memorandums submitted to enhance applicant pool
11	Lane College	Ongoing	Outreach memorandums submitted to enhance applicant pool
12	Lambuth University	Ongoing	Outreach memorandums submitted to enhance applicant pool
13	Union University	Ongoing	Outreach memorandums submitted to enhance applicant pool
14	Jackson Area Chamber of Commerce	Ongoing	Outreach memorandums submitted to enhance applicant pool

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2016 FCC EEO Public File Report for Charter Communications 12637 - OPS Madison Cnty TN

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

Total Number of Full-Time Vacancies Filled During This Period: 14
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 TN
FCC Unit 12637 - OPS Madison Cnty TN

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1603582	Business Account Executive	Indeed	1	0
		Charter.com	1	0
		Direct Employers	0	0
		Referral*	1	1
1603582 Total			3	1
1503250	Direct Sales Rep	CareerBuilder.com	2	0
		Indeed	2	1
		Charter.com	7	1
		Direct Employers	0	0
		Referral*	5	1
		Charter TV	1	0
1503250 Total			17	3
1506050	Direct Sales Rep	GlassDoor	1	1
		Direct Employers	0	0
1506050 Total			1	1
1601108	Direct Sales Rep	CareerBuilder.com	1	0
		Indeed	5	1
		Charter.com	2	1
		Direct Employers	0	0
1601108 Total			8	2
1603605	Direct Sales Rep	Indeed	1	1
		Monster	1	0
		Charter.com	1	0

1603605	Direct Sales Rep	Direct Employers	0	0
1603605 Total			3	1
1604027	Direct Sales Rep	Indeed	5	1
		Charter.com	1	0
		Direct Employers	0	0
		Referral*	1	1
1604027 Total			7	2
1505642	Store Associate	Indeed	2	1
		Direct Employers	0	0
1505642 Total			2	1
1603601	Store Associate	Indeed	5	1
		LinkedIn	1	0
		Direct Employers	0	0
1603601 Total			6	1
1601996	Store Lead	Indeed	1	0
		Charter.com	3	1
		Direct Employers	0	0
1601996 Total			4	1
1601994	Sup, Store	Indeed	6	1
		Charter.com	1	0
		Direct Employers	0	0
1601994 Total			7	1
Grand Total			58	14

RECRUITMENT SOURCE LIST

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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	16
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	1
CareerBuilder*						3
Charter TV						1
Indeed*						28
Monster*						1
Employee Referral						7

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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.

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**2016 FCC EEO Public File Report for Charter Communications
12637 - OPS Madison Cnty TN**

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

Total Number of Full-Time Vacancies Filled During This Period: 1
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 5

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

FULL-TIME VACANCIES FILLED

State TN
FCC Unit 12637 - OPS Madison Cnty TN

Req #	Job Title	Source	Interviewees Referred	Number	
				Hired	
1603172	Assoc ISP Ops Engineer	CableFax	0	0	
		Internal	5	1	
		Multichannel News	0	0	
		Direct Employers	0	0	
		Recruit Military	0	0	
1603172 Total			5	1	
Grand Total			5	1	

RECRUITMENT SOURCE LIST

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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	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
Multichannel News	28 E 28th ST.	Ny Ny			No	0
CableFax	9211 Corporate BLVD	Rockville, MD		301-354-2000	No	0

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4			
5			

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12637 - OPS Madison Cnty TN**

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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 TN
FCC Unit 12637 - OPS Madison Cnty TN

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1602599	Account Manager ESM	Internal	2	1
		Charter.com	0	0
		Direct Employers	0	0
		Referral*	1	0
1602599 Total			3	1
Grand Total			3	1

RECRUITMENT SOURCE LIST

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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	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
Referral*						1

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