

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 12641 - OPS Bradley 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: 55

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

FULL-TIME VACANCIES FILLED

State TN
FCC Unit 12641 - OPS Bradley Cnty TN

Req #	Job Title	Source	Interviewees Referred	Number Hired
1506138	Broadband Installer	GlassDoor	1	0
		Direct Employers	0	0
		Indeed.com*	2	1
1506138 Total			3	1
1506732	Broadband Installer	Charter.com	1	0
		Direct Employers	0	0
		Indeed.com*	2	1
		Employee Referral*	1	1
1506732 Total			4	2
1507333	Broadband Installer	Charter.com	1	0
		Direct Employers	0	0
		Indeed.com*	2	1
		Employee Referral*	2	1
1507333 Total			5	2
1601998	Broadband Installer	Charter.com	2	2
		Direct Employers	0	0
		Indeed.com*	1	0
		Employee Referral*	2	2
1601998 Total			5	4
1602496	Broadband Installer	Direct Employers	0	0
		Employee Referral*	1	0
		Monster.com*	1	0
		SimplyHired.com*	1	1

1602496 Total			3	1
1603478	Broadband Installer	Direct Employers	0	0
		Indeed.com*	5	1
		Employee Referral*	2	1
		Google.com	1	0
1603478 Total			8	2
1603879	Broadband Installer	Charter.com	1	1
		Direct Employers	0	0
1603879 Total			1	1
1605110	Broadband Installer	Charter.com	1	1
		Direct Employers	0	0
1605110 Total			1	1
1605163	Broadband Installer	Direct Employers	0	0
		Indeed.com*	2	0
		TV*	1	1
1605163 Total			3	1
1504728	CB Broadband Technician	Charter.com	8	1
		Direct Employers	0	0
1504728 Total			8	1
1602006	CB Broadband Technician	Charter.com	9	1
		Direct Employers	0	0
1602006 Total			9	1
1506544	Field Auditor	Direct Employers	0	0
		TV*	1	1
1506544 Total			1	1
1506518	System Technician I	Charter.com	4	1
		Direct Employers	0	0
1506518 Total			4	1
Grand Total			55	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	27
RecruitMilitary	422 West Loveland Ave.	Loveland, OH 45140	recruitmilitary.com	513-683-5020	No	
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	1
Indeed.com*						14
Monster.com*						1
SimplyHired.com*						1
TV*						2
Employee Referral*						8
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	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.

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

Total Number of Full-Time Vacancies Filled During This Period: 6
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 25

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

FULL-TIME VACANCIES FILLED

State TN
FCC Unit 12641 - OPS Bradley Cnty TN

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1504544	Business Account Executive	GlassDoor	1	1
		Direct Employers	0	0
1504544 Total			1	1
1601381	Direct Sales Rep	Charter.com	1	0
		Direct Employers	0	0
		Referral*	3	1
1601381 Total			4	1
1504784	Store Associate	CareerBuilder.com	1	0
		Indeed	5	1
		Direct Employers	0	0
		Referral*	2	1
1504784 Total			8	2
1506912	Store Associate	Indeed	6	1
		Direct Employers	0	0
		Referral*	2	0
1506912 Total			8	1
1603673	Store Associate	Indeed	2	1
		LinkedIn	1	0
		Charter.com	1	0
		Direct Employers	0	0
1603673 Total			4	1
Grand Total			25	6

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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*						1
Indeed*						13
Employee Referral						7

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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.