

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 (All)

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

Total Number of Full-Time Vacancies Filled During This Period: 36  
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 105

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

### FULL-TIME VACANCIES FILLED

State (All)  
FCC Unit (All)

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1507119	Administrative Assistant II	Charter.com	1	1
		Direct Employers	0	0
		Beyond.com*	1	0
		Employee Referral*	4	0
<b>1507119 Total</b>			<b>6</b>	<b>1</b>
1505609	Broadband Installer	Charter.com	3	1
		Direct Employers	0	0
		Indeed.com*	1	0
		Google.com*	1	0
		Job Fair	1	0
		TV*	1	0
<b>1505609 Total</b>			<b>7</b>	<b>1</b>
1506389	Broadband Installer	GlassDoor	1	0
		Charter.com	2	0
		Direct Employers	0	0
		Employee Referral*	2	2
		Indeed.com*	2	0
		TN-Career Ctr	1	0
		TV*	1	0
<b>1506389 Total</b>			<b>9</b>	<b>2</b>
1601348	Broadband Installer	Direct Employers	0	0
		Employee Referral*	3	2
		Google.com*	1	0

1601348	Broadband Installer	GI Jobs*	1	0
<b>1601348 Total</b>			<b>5</b>	<b>2</b>
1601932	Broadband Installer	Charter.com	4	4
		Direct Employers	0	0
<b>1601932 Total</b>			<b>4</b>	<b>4</b>
1602226	Broadband Installer	Charter.com	1	1
		Direct Employers	0	0
		Employee Referral*	2	2
		Google.com*	1	0
<b>1602226 Total</b>			<b>4</b>	<b>3</b>
1603384	Broadband Installer	Charter.com	3	1
		Direct Employers	0	0
		Employee Referral*	3	0
		Indeed.com	4	2
<b>1603384 Total</b>			<b>10</b>	<b>3</b>
1604703	Broadband Installer	Charter.com	2	2
		Direct Employers	0	0
		Employee Referral*	1	1
		Google.com*	1	1
		Indeed.com	1	0
<b>1604703 Total</b>			<b>5</b>	<b>4</b>
1507373	CB Broadband Technician	Charter.com	2	1
		Direct Employers	0	0
<b>1507373 Total</b>			<b>2</b>	<b>1</b>
1504903	Construction Coordinator	Charter.com	7	1
		Direct Employers	0	0
<b>1504903 Total</b>			<b>7</b>	<b>1</b>
1504965	Mgr, Technical Operations	Charter.com	3	1
		Direct Employers	0	0
<b>1504965 Total</b>			<b>3</b>	<b>1</b>
1601758	Network Technician	Charter.com	3	1
		Direct Employers	0	0
<b>1601758 Total</b>			<b>3</b>	<b>1</b>
1602690	Sr Technical Clerk	Charter.com	2	1
		Direct Employers	0	0
		Monster.com*	1	0
<b>1602690 Total</b>			<b>3</b>	<b>1</b>
1601670	Sup, Supply Chain Hub	Charter.com	4	1
		Direct Employers	0	0
<b>1601670 Total</b>			<b>4</b>	<b>1</b>
1507137	Sup, Technical Service	Charter.com	4	1
		Direct Employers	0	0
<b>1507137 Total</b>			<b>4</b>	<b>1</b>
1601984	Sup, Technical Service	Charter.com	8	1
		Direct Employers	0	0
<b>1601984 Total</b>			<b>8</b>	<b>1</b>

1504966	System Technician I	Charter.com	4	1
		Direct Employers	0	0
<b>1504966 Total</b>			<b>4</b>	<b>1</b>
1506089	System Technician I	Charter.com	2	1
		Direct Employers	0	0
<b>1506089 Total</b>			<b>2</b>	<b>1</b>
1507063	System Technician I	Charter.com	3	2
		Direct Employers	0	0
		Indeed.com*	1	0
<b>1507063 Total</b>			<b>4</b>	<b>2</b>
1503473	Warehouse Technician	Charter.com	4	0
		Direct Employers	0	0
		Employee Referral*	6	3
		Indeed.com*	1	1
<b>1503473 Total</b>			<b>11</b>	<b>4</b>
(blank)	(blank)	(blank)	0	0
<b>(blank) Total</b>			<b>0</b>	<b>0</b>
Grand Total			105	36

**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>
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	62
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
Beyond.com*						1
Employee Referrals*						21
GI Jobs*						1
Google.com*						4
Indeed.com						5
Indeed.com*						5
Monster.com*						1
TN Career Center						1
TV*						2
Job Fair						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.
6	Goodwill Career Solutions	9/22/2015	Job Fair
7	Goodwill Career Solutions	1/26/2016	Job Fair
8	The Advertiser Newspaper	3/14/2016	Ad for Job Posting
9	Monster Bold	3/24/2016-3/28/2016	Ad for Job Posting
10	Dailey Herald Newspaper	4/5/2016	Ad for Job Posting
11	Teen Job Fair	5/17/2016	Job Fair
12	TN Career Center	8/8/2016	Job Fair

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**2016 FCC EEO Public File Report for Charter Communications  
12642 - OPS Maury 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: 48

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

**FULL-TIME VACANCIES FILLED**

State TN  
FCC Unit 12642 - OPS Maury Cnty TN

Req #	Job Title	Source	Interviewees Referred	Number	
				Hired	
1504785	Direct Sales Rep	CareerBuilder.com	1	1	
		Indeed	3	1	
		Charter.com	2	0	
		Direct Employers	0	0	
		Referral*	3	1	
<b>1504785 Total</b>			<b>9</b>	<b>3</b>	
1506003	Direct Sales Rep	Indeed	1	0	
		LinkedIn	1	1	
		Charter.com	1	1	
		Direct Employers	0	0	
<b>1506003 Total</b>			<b>3</b>	<b>2</b>	
1601170	Direct Sales Rep	Indeed	3	0	
		Charter.com	6	1	
		Direct Employers	0	0	
<b>1601170 Total</b>			<b>9</b>	<b>1</b>	
1602643	Direct Sales Rep	CareerBuilder.com	1	1	
		Indeed	1	0	
		Charter.com	2	1	
		Direct Employers	0	0	
<b>1602643 Total</b>			<b>4</b>	<b>2</b>	
1603792	Direct Sales Rep	GlassDoor	1	1	
		Indeed	1	1	
		Simply Hired	1	1	
		Charter.com	2	0	
		Direct Employers	0	0	
		Referral*	1	0	
<b>1603792 Total</b>			<b>6</b>	<b>3</b>	
1505655	Business Account Executive	LinkedIn	1	0	
		Charter.com	3	2	
		Direct Employers	0	0	
<b>1505655 Total</b>			<b>4</b>	<b>2</b>	
1505291	Store Associate	CareerBuilder.com	1	0	
		Indeed	6	0	
		LinkedIn	1	0	
		Charter.com	4	1	
		Direct Employers	0	0	
		Referral*	1	0	
<b>1505291 Total</b>			<b>13</b>	<b>1</b>	
<b>Grand Total</b>			<b>48</b>	<b>14</b>	

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LinkedIn	2029 Stierlin Court	Mountain View, CA 94043	linkedin.com	312-650-7593	No	3
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	1
CareerBuilder*						3
Indeed*						15
Employee Referral						5
Simply Hired*						1

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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.