

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 12652 - OPS Hamblen 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: 9

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

FULL-TIME VACANCIES FILLED

State TN
FCC Unit 12652 - OPS Hamblen Cnty TN

| Req # | Job Title | Source | Interviewees Referred | Number | |
|----------------------|-----------------|------------------|-----------------------|----------|--|
| | | | | Hired | |
| 1505803 | Store Associate | Indeed | 3 | 0 | |
| | | Monster | 2 | 0 | |
| | | Charter.com | 3 | 0 | |
| | | Direct Employers | 0 | 0 | |
| | | Referral* | 1 | 1 | |
| 1505803 Total | | | 9 | 1 | |
| Grand Total | | | 9 | 1 | |

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 | 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 | 0 |
| GlassDoor.com | 100 Shoreline Highway, Building A | Mill Valley, CA 94941 | glassdoor.com | 415-275-7645 | No | 0 |
| Indeed* | | | | | | 3 |
| Employee Referral | | | | | | 1 |
| Monster | | | | | | 2 |

* 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 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. |