

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 12665 - OPS Suffolk City Cnty VA

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

Total Number of Full-Time Vacancies Filled During This Period: 31
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 80

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

FULL-TIME VACANCIES FILLED

State VA
FCC Unit 12665 - OPS Suffolk City Cnty VA

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1505900	Broadband Technician	Charter.com	1	1
		Direct Employers	0	0
		Referral*	1	1
		Indeed*	1	1
1505900 Total			3	3
1506729	Broadband Technician	Charter.com	4	3
		Direct Employers	0	0
		Referral*	2	1
		Indeed*	3	2
1506729 Total			9	6
1601482	Broadband Technician	Veterans Career Fair	0	0
		Charter.com	1	1
		Direct Employers	0	0
		VEC Career Fair	3	3
		Virginia Employment Commission	0	0
1601482 Total			4	4
1602235	Broadband Technician	Charter.com	2	0
		Direct Employers	0	0
		Referral*	3	1
		Suffolk Career Expo	0	0
1602235 Total			5	1
1505903	Broadband Technician Sr	Internal	3	2
		Direct Employers	0	0

1505903 Total			3	2
1506986	Broadband Technician Sr	Internal	1	1
		Charter.com	1	1
		Direct Employers	0	0
1506986 Total			2	2
1601402	Broadband Technician Sr	Internal	1	1
		Direct Employers	0	0
1601402 Total			1	1
1602120	Broadband Technician Sr	Internal	4	1
		Direct Employers	0	0
1602120 Total			4	1
1603385	Broadband Technician Sr	Internal	1	1
		Charter.com	1	0
		Direct Employers	0	0
1603385 Total			2	1
1604218	Broadband Technician Sr	Internal	5	2
		Direct Employers	0	0
1604218 Total			5	2
1506381	CB Broadband Technician	Internal	2	2
		Direct Employers	0	0
1506381 Total			2	2
1602930	CB Broadband Technician	Internal	5	1
		Direct Employers	0	0
1602930 Total			5	1
1602500	Mgr, Technical Operations	Internal	7	1
		Direct Employers	0	0
1602500 Total			7	1
1602416	Sup, Technical Service	Internal	1	1
		Direct Employers	0	0
1602416 Total			1	1
1505847	Sup, Warehouse	LinkedIn	1	0
		Charter.com	4	0
		Direct Employers	0	0
		Indeed*	4	1
1505847 Total			9	1
1601412	Warehouse Technician	Charter.com	5	1
		Direct Employers	0	0
		Indeed*	8	0
1601412 Total			13	1
1602541	Warehouse Technician	Charter.com	1	0
		Direct Employers	0	0
		Indeed*	4	1
1602541 Total			5	1
Grand Total			80	31

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	20
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	1
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	
Indeed*	7501 North Capital of Texas Highway Building B	Austin, TX 78731	indeed.com	(203) 328-2691	No	20
Virginia Employment Commission	157 N Main St	Suffolk, VA 23434	vec.virginia.gov	(757) 514-7743	No	0
VEC Career Fair	157 N Main St	Suffolk, VA 23434	vec.virginia.gov	(757) 514-7743	No	3
Veterans Career Fair	157 N Main St	Suffolk, VA 23434	vec.virginia.gov	(757) 514-7743	No	0
Suffolk Career Expo	100 North Main St	Suffolk, VA 23439	Gail V Bess	757-925-6459	No	0
Referral*						6
Internal						30

* 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	NCTI Training	Ongoing	technicians and supervisors, enabling acquisition of skills to qualify them for higher level positions. Supervisors and managers participated in a variety of training programs devised to assist with leadership development and policy administration skills. Charter Communications provides twice yearly (April and September) study guides and practical assessments to enable self promotion for Broadband and System Technicians. Charter Communications requires that new employees complete the following training within their first month of employment: Harassment Prevention in the Workplace, Information Security and Privacy, Records and Information Management, Wage and Hour, and Charter's Marketing Privacy Preferences.
5	Broadband Technical Career Progression	Ongoing	Program designed to track the career progression of all BBI, ABI, and BBT technicians so they promote on schedule.
6	VEC Career Fair	1/26/2016	Shipyards was closing, VEC organized job fair at the facility for the potential layoffs.
7	Suffolk Veterans Career Fair	1/28/2016	Career Fair to share information about careers at Charter to local veterans.
8	Suffolk Career Expo	4/22/2016	Career Expo to share information about careers at Charter to local graduating seniors.

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

Total Number of Full-Time Vacancies Filled During This Period: 13
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 38

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

FULL-TIME VACANCIES FILLED

State VA
FCC Unit 12665 - OPS Suffolk City Cnty VA

Req #	Job Title	Source	Interviewees Referred	Number	
				Hired	
1502597	Direct Sales Rep	CareerBuilder.com	3	0	
		Indeed	2	2	
		LinkedIn	1	0	
		Monster	1	0	
		Charter.com	5	1	
		Direct Employers	0	0	
		Referral*	1	0	
		Charter TV	1	1	
1502597 Total			14	4	
1601287	Direct Sales Rep	CareerBuilder.com	3	1	
		Indeed	3	0	
		Charter.com	8	4	
		Direct Employers	0	0	
1601287 Total			14	5	
1602209	Direct Sales Rep	Indeed	3	1	
		Charter.com	2	1	
		Direct Employers	0	0	
		Referral*	1	0	
1602209 Total			6	2	
1602975	Direct Sales Rep	Indeed	1	1	
		Direct Employers	0	0	
		Referral*	1	0	
1602975 Total			2	1	
1507187	Mgr, Sales I -Direct Sales-SFU	Charter.com	2	1	
		Direct Employers	0	0	
1507187 Total			2	1	
Grand Total			38	13	

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GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	0
CareerBuilder*						6
Charter TV						1
Indeed*						9
Monster*						1
Employee Referral						3

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