

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 12370 - COE Clark Cnty WA

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

Total Number of Full-Time Vacancies Filled During This Period: 278
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 571

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

FULL-TIME VACANCIES FILLED

State WA
FCC Unit 12370 - COE Clark Cnty WA

Req #	Job Title	Source	Interviewees Referred	Number Hired
1506531	Assoc Technical Specialist	Charter.com	1	0
		Direct Employers	0	0
		Indeed.com	1	0
		Craigslist.org	3	0
		WorkSource	1	0
		LinkedIn.com	2	1
		Local Job Network.com*	1	0
1506531 Total			9	1
1602222	Assoc Technical Specialist	Direct Employers	0	0
		Job Fair	1	0
		Indeed.com	3	1
		WorkSource	1	0
		GlassDoor.com	2	0
		LinkedIn.com	1	0
1602222 Total			8	1
1601069	Cust Rel Coord - Billing	Charter.com	2	2
		Direct Employers	0	0
		Indeed.com	9	4
		Craigslist.org	12	7
		Employee Referral	9	3
		WorkSource	2	1
		Clark College Advertising	1	1
1601069 Total			35	18

1602058	Cust Rel Coord - Billing	Charter.com	2	1
		Direct Employers	0	0
		Referral*	2	1
		Job Fair	1	0
		Indeed.com	11	3
		Craigslist.org	15	7
		Goodwill Industries	1	0
		Employee Referral	10	5
		WorkSource	5	3
		Facebook.com	3	2
		Employment Pipeline	2	2
		LinkedIn.com	1	0
1602058 Total			53	24
1602830	Cust Rel Coord - Billing	Charter.com	2	1
		Direct Employers	0	0
		Referral*	2	0
		Job Fair	2	1
		Indeed.com	2	1
		Craigslist.org	9	6
		Employee Referral	2	0
		WorkSource	1	1
		Reddit.com	1	0
		Employment Pipeline	1	0
		GlassDoor.com	1	0
1602830 Total			23	10
1603402	Cust Rel Coord - Billing	Charter.com	6	4
		Direct Employers	0	0
		Referral*	5	3
		Job Fair	2	0
		Indeed.com	2	1
		Craigslist.org	15	7
		Employee Referral	8	4
		WorkSource	5	1
		Facebook.com	2	0
		Monster.com	1	1
		Clark College Advertising	2	0
		ZipRecruiter.com	1	1
1603402 Total			49	22
1603871	Cust Rel Coord - Billing	Internal	1	0
		Direct Employers	0	0
		Indeed.com	2	2
		Craigslist.org	1	0
		Employee Referral	3	2
		Now Hiring Sign at Entrance	1	1
1603871 Total			8	5
1602548	Mgr, Business Controls	Direct Employers	0	0

1602548	Mgr, Business Controls	Indeed.com	2	1
		GlassDoor.com	1	0
		LinkedIn.com	2	0
1602548 Total			5	1
1504107	Rep, Billing	Internal	1	1
		Charter.com	8	5
		Direct Employers	0	0
		Referral*	5	2
		Job Fair	4	4
		Indeed.com	5	4
		Craigslist.org	14	7
		Goodwill Industries	1	1
		Employee Referral	13	9
		WorkSource	5	3
		Facebook.com	2	2
		Local Job Network.com*	1	1
1504107 Total			59	39
1504541	Rep, Billing	Charter.com	5	2
		Direct Employers	0	0
		Referral*	4	3
		Job Fair	6	5
		Indeed.com	8	5
		Craigslist.org	7	4
		Employee Referral	12	8
		WorkSource	3	2
		Facebook.com	5	3
		Now Hiring Sign at Entrance	2	0
		Monster.com	2	1
		Reddit.com	1	1
		Employment Pipeline	1	0
1504541 Total			56	34
1504921	Rep, Billing	Charter.com	2	2
		Direct Employers	0	0
		Referral*	2	1
		Job Fair	2	2
		Indeed.com	8	4
		Craigslist.org	13	7
		Employee Referral	4	2
		WorkSource	1	0
		Employment Pipeline	1	1
		Rehire	1	1
1504921 Total			34	20
1505306	Rep, Billing	Charter.com	1	1
		Direct Employers	0	0
		Referral*	3	2
		Job Fair	1	1

1505306	Rep, Billing	Indeed.com	4	1
		Craigslist.org	11	7
		Employee Referral	1	0
1505306 Total			21	12
1505651	Rep, Billing	Charter.com	5	4
		Direct Employers	0	0
		Referral*	12	8
		Indeed.com	2	0
		Craigslist.org	4	2
		Employee Referral	1	1
		Local Job Network.com*	1	1
1505651 Total			25	16
1506000	Rep, Billing	Direct Employers	0	0
		Job Fair	2	2
		Indeed.com	7	5
		Craigslist.org	8	5
		Employee Referral	4	3
		WorkSource	2	1
		Facebook.com	2	1
1506000 Total			25	17
1506231	Rep, Billing	Direct Employers	0	0
		Referral*	1	0
		Job Fair	13	4
		Indeed.com	8	4
		Craigslist.org	15	3
		Employee Referral	6	1
		WorkSource	3	1
		Facebook.com	1	0
		Employment Pipeline	1	1
		Vancouver Mall Advertising	1	1
		GlassDoor.com	1	1
		Snagajob.com	1	1
1506231 Total			51	17
1506511	Rep, Billing	Charter.com	1	0
		Direct Employers	0	0
		Job Fair	8	3
		Indeed.com	5	1
		Craigslist.org	11	3
		Employee Referral	14	5
		WorkSource	1	0
		Employment Pipeline	1	0
		GlassDoor.com	1	0
		Snagajob.com	1	0
1506511 Total			43	12
1506846	Rep, Billing	Charter.com	2	2
		Direct Employers	0	0

1506846	Rep, Billing	Referral*	1	0
		Job Fair	5	4
		Indeed.com	4	3
		Craigslist.org	11	3
		Goodwill Industries	1	0
		Employee Referral	18	8
		WorkSource	2	0
		Facebook.com	3	0
		Now Hiring Sign at Entrance	1	0
		Employment Pipeline	1	1
		Apartment Advertising	1	1
1506846 Total			50	22
1601346	Sup, Cust Care Call Ctr -Resi	Direct Employers	0	0
		Indeed.com	4	1
		Employee Referral	1	0
		GlassDoor.com	1	1
		LinkedIn.com	1	1
1601346 Total			7	3
1602015	Technical Specialist	Internal	1	1
		Direct Employers	0	0
1602015 Total			1	1
1601905	Trainer I	Internal	5	1
		Capital One Job Fair	1	1
		Direct Employers	0	0
		Indeed.com	2	0
1601905 Total			8	2
1507313	VP, Customer Care Call Center	Direct Employers	0	0
		LinkedIn.com	1	1
1507313 Total			1	1
Grand Total			571	278

RECRUITMENT SOURCE LIST

Name of Recruitment Source	Street Address	City, State, Zip	Contact Person	Telephone Number	Entitled to Notification?	Total Number of Referrals
Charter College	17200 SE Mill Plain Blvd. #100	Vancouver, WA 98660	Candice Freeman	360-448-2000	No	0
Charter Sponsored Job Fair	521 NE 136th Ave.	Vancouver, WA 98684	Filip Sakota	360-828-6624	No	43
Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	37
City Bible Church Job Connection	14311 SE Mill Plain Blvd.	Vancouver, WA 98664		503-255-2224	No	0
Clark College	1933 Fort Vancouver Way	Vancouver, WA 98663	Carolyn Johnson	360-992-2391	No	3
Clark County Live		Vancouver, WA	Jane Cullinan	360-326-5000	No	0
Community Works Project*	1415 SE 122nd Ave	Portland, OR 97233	James Frothingham	971-673-2824	No	0
Craigslist.org	1381 9th Ave	San Francisco, CA 94122	craigslist.org	415-566-6394	No	149
Direct Employers	9002 N. Purdue Rd., Ste. 100	Indianapolis, IN 42628	directemployers.org	317-874-9000	No	0
Employee Referral Program	521 NE 136th Ave.	Vancouver, WA 98684	Filip Sakota	360-828-6624	No	106
Employment Pipeline/DSHS	800 NE 136th Ave #110	Vancouver, WA 98684	Jason Granger	360-628-3355	No	8
Facebook.com	1601 Willow Rd.	Menlo Park, CA 94025	facebook.com	650-543-4800	No	18
GlassDoor.com*	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	7
Goodwill Job Connection	6425 NE Fourth Plain Blvd	Vancouver, WA 98661	Mykal Bourn	(360) 816-2675	No	3
Greater Vancouver Chamber of Commerce	1101 Broadway St #100	Vancouver, WA 98660	Kelly Love	360-694-2588	No	0
Indeed.com	7501 North Capital of Texas Highway	Austin, TX 78731	Talia Babel	800-462-5842	No	89
Internal Candidates	521 NE 136th Ave.	Vancouver, WA 98684	Filip Sakota	360-828-6624	No	8
ITT Tech	9500 NE Cascades Pkwy	Portland, OR 97220	Yumi Ichita	503-335-1724	No	0
LinkedIn	2029 Stierlin Court	Mountain View, CA 94043	linkedin.com	312-650-7593	No	8
Lower Columbia College	1600 Maple St.	Longview, WA 98632	Jenny Smith	360-442-2330	No	0
NextDoor	760 Market St #30	San Francisco, CA 94122	nextdoor.com	415-236-0000	No	0
Now Hiring Banner	521 NE 136th Ave.	Vancouver, WA 98684	Filip Sakota	360-828-6624	No	4
Oregon Dept of Employment*	506 High St.	Oregon City, OR 97045		971-673-6400	No	0
Partners in Careers	3210 NE 52nd St	Vancouver, WA 98663	Christine Humphrey	360-696-8417 x 124	No	0
PdxMindShare	310 NE Failing St	Portland, OR 97212	Shannon Wolcott	503-595-6050 x 232	No	0
Portland Community College	12000 SW 49h Ave	Portland, OR 97219	Michelle Parr	971-722-6270	No	0
RecruitMilitary	422 West Loveland Ave.	Loveland, OH 45140	recruitmilitary.com	513-683-5020	No	0

Reddit*	520 3rd St	San Francisco, CA 94107	reddit.com/r/vancouverwa		No	2
SimplyHired.com*						0
Snagajob.com*	4880 Cox Road #200	Glen Allen, VA 23060	snagajob.com	804-236-9934	No	2
The Camas Washougal Post-Record	425 NE 4th Ave	Camas, WA 98607	Shelly Atwell	360-834-2141	No	0
The Daily Insider	PO Box 2597	Vancouver, WA 98668	Nancy Bacon	360-696-1077	No	0
The Gresham Outlook	PO Box 747	Gresham, OR 97030	Mindy Johnson	503-546-0760	No	0
The Oregonian	1500 SW 1st Ave Suite 400	Portland, OR 97201	Sara Pacer	866-532-7492 x 3725	No	0
The Reflector	20 NE 112th Ave	Battle Ground, 98604	Darlene Carr	(360) 723.5706	No	0
University of Phoenix	9600 NE Cascades Pkwy #200	Portland, OR 97220		503-280-7300	No	0
Urban League of Portland	10 N Russell St.	Portland, OR 97227	Susan Johnson	503-280-2600 x620	No	0
Washington State University - Vancouver	14204 NE Salmon Creek Ave	Vancouver, WA 98686	Nolan Yaws	360-546-9155	No	0
WorkSource	30 N Webster St 5411 E Mill Plain Blvd. #15	Vancouver, WA 98661	Joseph Hennessey (Washington) / David Duncan (Oregon)	360-270-2559 503-280-6047	No	32
ZipRecruiter.com*		Santa Monica, CA	Zachary Nipp	480-448-4767	No	1

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	Ongoing	Customer Relations Coordinators have the ability to progress to Customer Relations Advocate (Level 2) and Advanced Customer Relations Advocate (Level 3). These advancements are dependent on performance metrics, attendance, corrective actions, and a knowledge test.
5	Employee Referral Program	6/2016 - 9/2016	Employees at the coordinator level received incentives for referring applicants. Depending on success of applicant, referral rewards ranged from beverages to Charter Reward points.
6	Apartment Complex Campaign	Ongoing	Quarterly advertisement campaign targetting surrounding apartment complexes with flyers, advertising materials, and Career Event notifications. Some complexes extend announcements to their Facebook page while others accept physical flyers.
5	Employee Referral Program	6/2016 - 9/2016	Employees at the coordinator level received incentives for referring applicants. Depending on success of applicant, referral rewards ranged from beverages to Charter Reward points.

6	Awesome Card Campaign	Ongoing	Implementation of unique recruitment cards for passive candidates. The cards compliment individuals that showcase 'excellent customer service' while recommending Charter as an employer. Supervisors and above were encouraged to hand the cards out in the community.
7	Community Works Project	9/23/2015	Meet the Employer presentation via a community agency connecting people with employers.
8	Goodwill Job Connection Job Fair	10/5/2015	Local job fair with 30+ employers at The Red Lion Hotel.
9	Employment Pipeline/DSHS	10/14/2015	Monthly customer service training sponsored by DSHS. It connects attendees with local employers. Meet the Employer presentations are conducted at the beginning of training.
10	Red Lion Hotel Job Fair	10/14/2015	Due to closure, the local Red Lion Hotel organized an internal job fair for all departing/laid off employees.
11	Goodwill Job Connection Job Fair	10/15/2015	Local job fair at the Vancouver Mall with 30+ employers.
12	Charter Onsite Career Event	10/22/2015	Internal onsite event at Charter with on-the-spot interviews.
13	Capital One Job Fair	10/28/2015	Due to call center closure, Capital One organized an internal job fair for departing/laid off employees.
14	Career and Veterans Benefit Fair	11/5/2015	Mt. Hood Community College organized a Career Fair for veterans.
15	Charter Onsite Career Event	11/10/2015	Internal onsite event at Charter with on-the-spot interviews.
16	Clark College - Campus Recruitment	11/17/2015	Recruitment table on campus at Clark Community College to capture students.
17	Capital One Closing Job Fair	12/2/2015	Second internal job fair at Capital One due to closure of call center.
18	Charter Onsite Career Event	12/10/2015	Internal onsite event at Charter with on-the-spot interviews.
19	Goodwill Job Connection	12/16/2015	Meet the Employer presentation via a non-profit agency helping people with barriers to employment.
20	Employment Pipeline/DSHS	1/13/2016	Monthly customer service training sponsored by DSHS. It connects attendees with local employers. Meet the Employer presentations are conducted at the beginning of training.
21	WorkSource Washington	1/27/2016	Meet the Employer presentation via Washington state employment department.
22	WinterJobsFest NW	2/2/2016	Mt. Hood Community College organized a Youth Job Fair.
23	Charter Onsite Career Event	2/10/2016	Internal onsite event at Charter with on-the-spot interviews.
24	WSUV Career and Internship Fair	2/17/2016	Career fair for students and alumni with 85+ employers.
25	Job Club @ WorkSource Oregon		Meet the Employer presentation at weekly event via Oregon state employment department.
26	Battle Ground Industry Fair	2/25/2016	Industry fair at local high school with emphasis on career guidance.
27	Employment Pipeline/DSHS	3/9/2016	Monthly customer service training sponsored by DSHS. It connects attendees with local employers. Meet the Employer presentations are conducted at the beginning of training.
28	Parkrose Community Job Fair	3/10/2016	Portland job fair with 40+ employers.
29	Charter Onsite Career Event	3/24/2016	Internal onsite event at Charter with on-the-spot interviews.

30	The Urban League of Portland Career Connections Fair	4/5/2016	Annual job fair with 80+ employees sponsored by a non-profit organization focused on African American service, civil rights, and advocacy organizations.
31	Goodwill Job Connection	4/12/2016	Meet the Employer presentation via a non-profit agency helping people with barriers to employment.
32	Springdale/PIVOT Trade Expo	4/21/2016	Hiring and career guidance event sponsored by local job corps organizations.
33	Cascade Job Fair Registration at PCC	4/26/2016	Annual job fair for students, alumni, as well as local community.
34	Clark College Career Fair	4/27/2016	Annual job fair for students, alumni, as well as local community.
35	Jobs Fair 2016	5/2/2016	Annual job fair sponsored by local congresswoman, held at Army Forces Reserve Center.
36	Hudson's Bay High School Career Fair	5/3/2016	Job fair at local high school with emphasis on career guidance.
37	Employment Pipeline/DSHS	5/11/2016	Monthly customer service training sponsored by DSHS. It connects attendees with local employers. Meet the Employer presentations are conducted at the beginning of training.
38	Charter Onsite Career Event	5/12/2016	Internal onsite event at Charter with on-the-spot interviews.
39	Employment Marketplace at PCC	5/13/2016	Meet the Employer presentation at weekly event connecting attendees with employers.
40	Easter Seals Mature-Worker Job Fair	6/7/2016	Local job fair via non-profit organization supporting employees over the age of 40.
41	Employment Pipeline/DSHS	6/8/2016	Monthly customer service training sponsored by DSHS. It connects attendees with local employers. Meet the Employer presentations are conducted at the beginning of training.
42	Goodwill Job Connection Job Fair	6/8/2016	Local job fair with 12 employers.
43	Charter Onsite Career Event	6/22/2016	Internal onsite event at Charter with on-the-spot interviews.
44	Charter Onsite Career Event	7/20/2016	Internal onsite event at Charter with on-the-spot interviews.
45	Goodwill Job Connection Job Fair	7/27/2016	Local job fair with 4 employers.
46	Charter Onsite Career Event	7/28/2016	Internal onsite event at Charter with on-the-spot interviews.
47	Charter Onsite Career Event	8/4/2016	Internal onsite event at Charter with on-the-spot interviews.
48	Charter Onsite Career Event	8/13/2016	Internal onsite event at Charter with on-the-spot interviews.
49	Charter Onsite Career Event	8/25/2016	Internal onsite event at Charter with on-the-spot interviews.