

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 12672 - OPS Benton Cnty WA

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

Total Number of Full-Time Vacancies Filled During This Period: 23  
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 70

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

### FULL-TIME VACANCIES FILLED

State WA  
FCC Unit 12672 - OPS Benton Cnty WA

Req #	Job Title	Source	Interviewees Referred	Number Hired
1603025	Mgr, Supply Chain Hub	GlassDoor	0	0
		Indeed	5	1
		Internal	4	0
		Direct Employers	0	0
<b>1603025 Total</b>			<b>9</b>	<b>1</b>
1506370	Warehouse Technician	GlassDoor	0	0
		Internal	1	1
		Direct Employers	0	0
<b>1506370 Total</b>			<b>1</b>	<b>1</b>
1603520	Warehouse Technician	GlassDoor	0	0
		Direct Employers	0	0
		Employee Referral	2	1
<b>1603520 Total</b>			<b>2</b>	<b>1</b>
1506788	Broadband Installer	Direct Employers	0	0
		Columbia Basin College	0	0
		Craigslist	0	0
		Employee Referral	1	0
		Former Employee	1	1
		WSU-Tri Cities	0	0
<b>1506788 Total</b>			<b>2</b>	<b>1</b>

1507067	Broadband Installer	Charter.com	2	0
		Direct Employers	0	0
		Employee Referral	1	1
<b>1507067 Total</b>			<b>3</b>	<b>1</b>
1507263	Broadband Installer	Charter.com	1	1
		Direct Employers	0	0
<b>1507263 Total</b>			<b>1</b>	<b>1</b>
1602263	Broadband Installer	Indeed	1	0
		Charter.com	1	0
		Direct Employers	0	0
		Employee Referral	2	1
<b>1602263 Total</b>			<b>4</b>	<b>1</b>
1603358	Broadband Installer	Direct Employers	0	0
		Columbia Basin College	0	0
		Craigslist	0	0
		Employee Referral	1	1
		WSU-Tri Cities	0	0
<b>1603358 Total</b>			<b>1</b>	<b>1</b>
1603751	Broadband Installer	Direct Employers	0	0
		Columbia Basin College	0	0
		Craigslist	0	0
		WA Employment Dept. - Worksource	1	1
		WSU-Tri Cities	0	0
<b>1603751 Total</b>			<b>1</b>	<b>1</b>
1505546	Broadband Technician Sr	Internal	3	3
		Direct Employers	0	0
		Columbia Basin College	0	0
		WSU-Tri Cities	0	0
<b>1505546 Total</b>			<b>3</b>	<b>3</b>
1601731	Broadband Technician Sr	Direct Employers	0	0
		Columbia Basin College	0	0
		Craigslist	0	0
		Employee Referral	1	1
		WSU-Tri Cities	0	0
<b>1601731 Total</b>			<b>1</b>	<b>1</b>
1506766	Construction Coordinator	Internal	3	1
		Direct Employers	0	0
<b>1506766 Total</b>			<b>3</b>	<b>1</b>
1604108	Construction Coordinator	Internal	1	1
		Direct Employers	0	0
		Columbia Basin College	0	0
		Craigslist	0	0
		WSU-Tri Cities	0	0
<b>1604108 Total</b>			<b>1</b>	<b>1</b>

1506280	Field Auditor	Internal	1	1
		Direct Employers	0	0
		Employee Referral	2	1
<b>1506280 Total</b>			<b>3</b>	<b>2</b>
1506894	Field Auditor	Indeed	2	1
		Direct Employers	0	0
		Columbia Basin College	0	0
		Craigslist	0	0
		WSU-Tri Cities	0	0
<b>1506894 Total</b>			<b>2</b>	<b>1</b>
1602740	Human Resources Generalist II	GI Jobs	1	0
		Indeed	15	1
		Internal	1	0
		Direct Employers	0	0
		Columbia Basin College	0	0
		Employee Referral	1	0
		Tri-City Herald	2	0
		WA Employment Dept. - Worksource	1	0
		WSU-Tri Cities	0	0
<b>1602740 Total</b>			<b>21</b>	<b>1</b>
1603241	Maintenance Technician	Internal	1	1
		Direct Employers	0	0
<b>1603241 Total</b>			<b>1</b>	<b>1</b>
1506603	Mgr, Construction	Direct Employers	0	0
		Baker Scott & Company	1	1
		Columbia Basin College	0	0
		WSU-Tri Cities	0	0
		Tri City Herald	0	0
<b>1506603 Total</b>			<b>1</b>	<b>1</b>
1507293	System Technician I	Internal	1	1
		Direct Employers	0	0
		Columbia Basin College	0	0
		Craigslist	0	0
		WSU-Tri Cities	0	0
<b>1507293 Total</b>			<b>1</b>	<b>1</b>
1505076	Technical & Safety Trainer I	Internal	9	1
		Direct Employers	0	0
		Columbia Basin College	0	0
		Craigslist	0	0
		WSU-Tri Cities	0	0
<b>1505076 Total</b>			<b>9</b>	<b>1</b>
Grand Total			70	23

**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>
Indeed, Inc.	7501 North Capital of Texas Highway, Bldg. B	Austin, TX 78731	indeed.com	800-462-5842	No	23
Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	4
Tri City Herald	333 W Canal Dr	Kennewick, WA 99336	kandrews@tricityherald.com	509-582-1500	No	2
WA Employment Dept. - Worksource	815 N Kellogg St D	Kennewick, WA 99336	worksourcewa.com	509-734-5910	No	2
GI Jobs - Victory Media, Inc.	420 Rouser Rd.	Moon Township, PA 16214	gijobs.com	412-269-1663	No	1
Baker Scott & Company	34 Lenhome Drive	Cranford, NJ 07016	bakerscott.com	973-263-3355	No	1
Direct Employers	9002 N. Purdue Rd., Ste. 100	Indianapolis, IN 42628	directemployers.org	317-874-9000	No	0
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
Columbia Basin College	2600 N. 20th Avenue	Pasco, WA 99301	columbiabasin.edu	509-547-0511	No	0
WSU-Tri Cities	2710 Crimson Way	Richland, WA 99354	careers@tricity.wsu.edu	509-372-7250	No	0
Craigslist	222 Sutter St, 9th Floor	San Francisco, CA 94108	craigslist.org	800-664-0633	No	0

\* 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.

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## 2016 FCC EEO Public File Report for Charter Communications 12672 - OPS Benton Cnty WA

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

Total Number of Full-Time Vacancies Filled During This Period: 20  
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 33

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

### FULL-TIME VACANCIES FILLED

State WA  
FCC Unit 12672 - OPS Benton Cnty WA

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1506318	Store Lead	Charter.com	1	1
		Direct Employers	0	0
<b>1506318 Total</b>			<b>1</b>	<b>1</b>
1502904	Direct Sales Rep	Craig's List	3	1
		Charter.com	1	0
		Direct Employers	0	0
<b>1502904 Total</b>			<b>4</b>	<b>1</b>
1505274	Direct Sales Rep	Craig's List	2	1
		Indeed	1	1
		Direct Employers	0	0
		Referral*	3	2
<b>1505274 Total</b>			<b>6</b>	<b>4</b>
1601245	Direct Sales Rep	Craig's List	1	0
		Indeed	1	0
		Charter.com	2	2
		Direct Employers	0	0
<b>1601245 Total</b>			<b>4</b>	<b>2</b>
1601426	Direct Sales Rep	Craig's List	4	3
		Charter.com	4	3
		Direct Employers	0	0
<b>1601426 Total</b>			<b>8</b>	<b>6</b>
1604181	Direct Sales Rep	Indeed	1	1
		LinkedIn	2	1

1604181	Direct Sales Rep	Direct Employers	0	0
		Referral*	1	1
<b>1604181 Total</b>			<b>4</b>	<b>3</b>
1601045	Store Associate	Direct Employers	0	0
		Referral*	1	1
<b>1601045 Total</b>			<b>1</b>	<b>1</b>
1604268	Store Associate	Indeed	3	0
		LinkedIn	1	1
		Direct Employers	0	0
<b>1604268 Total</b>			<b>4</b>	<b>1</b>
1505980	Business Account Executive	Charter.com	1	1
		Direct Employers	0	0
<b>1505980 Total</b>			<b>1</b>	<b>1</b>
Grand Total			33	20

### 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	9
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	3
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	0
Craig's List*						10
Indeed*						6
Employee Referral						5

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**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 <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.

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12672 - OPS Benton Cnty WA**

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Total Number of Full-Time Vacancies Filled During This Period: 1  
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 1

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**FULL-TIME VACANCIES FILLED**

State WA  
FCC Unit 12672 - OPS Benton Cnty WA

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1604668	Associate Project Manager	Internal	1	1
		Charter.com	0	0
		Direct Employers	0	0
<b>1604668 Total</b>			<b>1</b>	<b>1</b>
Grand Total			1	1

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Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	0
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