



2011 EEO Public File Report

FOREST CITY – FCC EMPLOYMENT UNIT #5641

THIS REPORT COVERS OCTOBER 1, 2010 THROUGH SEPTEMBER 30, 2011.

Total Number of Full-Time Vacancies Filled During This Period: 6

Total Number of People Interviewed For Full-Time Vacancies During This Period: 20

FULL-TIME POSITIONS FILLED

#	Position Title	Number Hired	Recruitment Source of Successful Applicant(s)	Recruitment Source(s) Used to Fill the Vacancy <i>Please see attached Recruitment Resource List for recruitment source contact information.</i>	Number of Interviewees Referred by Each Recruitment Source	Total Number Interviewed
1	Account Executive	1	Referral	Employment Security Comm. Daily Courier Newspaper Shelby Shopper Northland Website Referral	0 1 0 0 1	2
2	Customer Service Rep.	1	Daily Courier	Daily Courier Newspaper Employment Security Comm. Rutherford Weekly Employee Referral Walk-in	2 0 0 1 1	5
3	Customer Service Rep.	1	Daily Courier	Daily Courier Newspaper Rutherford Weekly Employment Security Comm. Employee Referral	2 0 2 1	5
4	Customer Service Rep.	1	Daily Courier	Daily Courier Newspaper Employment Security Comm. Rutherford Weekly Northland Community Channel	3 0 0 1	4
5	Customer Service Manager	1	Internal Promotion	Internal Promotion	n/a	n/a



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6	Customer Service Rep.	1	Employee Referral	Daily Courier Newspaper Employment Security Comm. Rutherford Weekly Employee Referral Walk-in	1 0 0 2 1	4



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SUPPLEMENTAL OUTREACH INITIATIVES

1. Training Programs: a) NOTC training program that enables unit personnel to acquire skills that could qualify them for higher level positions, b) CSR Certification Program that provides a means for customer service representatives to improve their product knowledge and customer service skills and improve their wage earnings and c) Education Assistance program that encourages employees to further job related skills and improve performance.
2. Participation in Internet and other programs designed to promote outreach: Positing on Featured Employer on SCTE, WICT and NAMIC, Monster.com and local newspapers/local origination channel regarding Equal Opportunity commitment and policies.

RECRUITMENT RESOURCE LIST

Name of Recruitment Source	Address	Contact Person	Telephone Number	Entitled to Notification [Yes/No]	Total Number of Interviewee Referrals
Employment Security Commission	139 East Trade Street Forest City, NC 28043	T. Thomas	(282) 245-9841	No	2
Daily Courier Newspaper	601 Oak Street Forest City, NC 28043	Erica	(828) 245-6431	No	9
Shelby Shopper/Rutherford Weekly	369 Butler Rd. Forest City, NC 28043	Mike	(704) 484-1047	No	0
Northland Website	101 Stewart St., Suite 700 Seattle, WA 98101	R. Angeles/M. Que	(206) 621-1351	No	0
Northland Communications Community Channel	1108 West Main Street Forest City, NC 28043	N. Stover	(828) 245-1633	No	1
Employee Referral		n/a	n/a	No	4
Walk-in		n/a	n/a	No	2
Referral		n/a	n/a	No	2