



THIS REPORT COVERS OCTOBER 1, 2016 THROUGH SEPTEMBER 30, 2017.

Total Number of Full-Time Vacancies Filled During This Period: 23
Total Number of People Interviewed For Full-Time Vacancies During This Period: 61

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	Call Center Agent	4	Indeed* (X2) Employee Referral (X2)	Corsicana Daily Sun Northland Communications Website Northland Communications Community Channel Craigslist Texas Workforce Commission NAACP Navarro College Job Placement Center LULAC BPWA Indeed* Internal Candidate Employee Referral Walk-in	1 0 0 0 0 0 0 0 0 4 3 3 1	12
2	Online Customer Care Specialist	1	Internal Promotion	Internal Promotion	n/a	n/a
3	Lead Call Center Agent	1	Internal Promotion	Internal Promotion	n/a	n/a



2017 EEO Public File Report
 CORSICANA, TX – FCC EMPLOYMENT UNIT #1201

#	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
4	Regional QA Tech	1	Employee Referral	San Antonio Express News Craigslist SCTE Houston Chronicle National Veterans Foundation Military Hire Hire Veterans Waco Tribune Tyler Morning Telegraph The Eagle Kingwood Observer Conroe Courier Employee Referral	0 1	1
5	Dispatcher	1	Internal Promotion	Internal Promotion	n/a	n/a
6	Lead Call Center Agent	1	Internal Promotion	Corsicana Daily Sun Northland Communications Website Northland Communications Community Channel Craigslist Texas Workforce Commission NAACP Navarro College Job Placement Center LULAC BPWA Internal Candidate	0 4	4



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7	Call Center Supervisor	1	Internal Promotion	Corsicana Daily Sun Northland Communications Website Northland Communications Community Channel Craigslist Texas Workforce Commission NAACP Navarro College Job Placement Center LULAC BPWA Indeed* Internal Candidate Employee Referral	0 0 0 0 0 0 0 0 0 0 1 5 1	7
8	Call Center Agent	1	Walk-in	Corsicana Daily Sun Northland Communications Website Northland Communications Community Channel Craigslist Texas Workforce Commission NAACP Navarro College Job Placement Center LULAC BPWA Indeed* Walk in	0 0 0 0 0 0 0 0 0 1 2	3



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9	Call Center Agent	8	Walk in (x4) Employee Referral Corsicana Sun Daily Indeed* (x2)	Corsicana Daily Sun Northland Communications Website Northland Communications Community Channel Craigslis Texas Workforce Commission NAACP Navarro College Job Placement Center LULAC BPWA Indeed* Walk in Employee Referral	2 0 0 0 0 0 0 0 0 12 7 4	25
10	Call Center Agent	1	Indeed*	Corsicana Daily Sun Northland Communications Website Northland Communications Community Channel Craigslis Texas Workforce Commission NAACP Navarro College Job Placement Center LULAC BPWA Indeed* Walk in Employee Referral Monster* Facebook*	0 0 0 0 0 1 0 0 0 0 4 0 2 1 1	9
11	Lead Call Center Agent	1	Internal Promotion	Internal Promotion	n/a	n/a
12	Administrative Coordinator	1	Internal Promotion	Internal Promotion	n/a	n/a
13	Lead Call Center Agent	1	Internal Promotion	Internal Promotion	n/a	n/a

*Unverifiable recruitment source, candidate indicated this referral source, however, it was not posted by Northland

SUPPLEMENTAL RECRUITMENT INITIATIVES

1. Training Programs: a) NCD training program that enables unit personnel to acquire skills that could qualify them for higher level positions, b) Sales Certification Program that provides a means for Sales Associates and Call Center Agents to improve their product knowledge, customer service and sales skills and their earnings c) Education Assistance program that encourages employees to further job related skills and improve performance and d) Video training reviewed by employment unit management regarding prevention of discrimination and harassment.

2. Participation in Internet and other programs designed to promote outreach: Posting on Featured Employer on SCTE and WICT, Monster.com Diversity Banner and in local newspapers 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
NAACP	PO 478 Waxahachie, TX 75168	G.Burrel	903-872-2821	No	0
LULAC	2900 N. Hwy 22 Corsicana, TX 75110			No	0
Texas Workforce Commission	720 N Beaton Corsicana, TX 75110	L. Coleman C. White	(903) 874-8276	No	1
Corsicana Daily Sun	405 E. Collin St. Corsicana, TX 75110		(877) 670-3400	No	3
Navarro College Job Placement Center	3200 W. 7 th Ave. Corsicana, TX 75110			No	0
BPWA	3501 Northpark Corsicana, TX 75110			No	0
Craigslist.org	www.dallas.craigslist.org www.easttexas.craigslist.org www.houston.craigslist.org	n/a	n/a	n/a	0
Northland	1500 N. Beaton	HR	(206) 621-1351	No	0



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Name of Recruitment Source	Address	Contact Person	Telephone Number	Entitled to Notification [Yes/No]	Total Number of Interviewee Referrals
Communications Website	Corsicana, TX 75110 www.yournorthland.com/careers/				
Northland Community Channel	1500 N. Beaton Corsicana, TX 75110	V. Wallace	(903) 872-3131	No	0
Walk-In	n/a	n/a	n/a	n/a	10
Employee Referral	n/a	n/a	n/a	n/a	11
Facebook*	Facebook.com	n/a	n/a	No	1
Monster*	www.monster.com	n/a	n/a	No	1
Indeed*	www.indeed.com	n/a	n/a	No	22
Internal Candidate	n/a	n/a	n/a	n/a	12
San Antonio Express News	420 Broadway St. San Antonio, TX 78205	M. Valdillez	(210) 250-2925	No	0
Society of Cable Telecommunications Engineers	www.scte.org	n/a	n/a	No	0
Houston Chronicle	4747 Southwest Freeway Houston, TX 77027	A. Bunnell	(713) 362-7211	No	0
National Veteran's Foundation	5777 West Century Boulevard Suite 350 Los Angeles, CA 90045	R. Rudnick	(888) 777-4443	No	0
Military Hire	476 Shotwell Rd. Suite 102-154 Clayton, NC27520	N. Brewster	(800) 585-3690	No	0
Hire Veterans	511 E. San Ysidro Blvd # 8351 San Ysidro, CA 92173	M. Boone	949-419-6217	No	0



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Name of Recruitment Source	Address	Contact Person	Telephone Number	Entitled to Notification [Yes/No]	Total Number of Interviewee Referrals
Waco Tribune	P.O. Box 2588 Waco, Texas 76702-258	G. Allen	254-757-5873	No	0
Tyler Morning Telegraph	410 W. Erwin Tyler, TX 75702	S. Shoemaker	(903) 597-8111	No	0
The Eagle	1729 Briarcrest Dr., Bryan, Tx. 77802	B. Garcia	(979) 776-2345	No	0
Kingwood Observer	100 Ave A Conroe Texas 77301	A. Stone	(281) 446-1071	No	0
Conroe Courier	100 Ave A Conroe Texas 77301	A. Stone	(281) 446-1071	No	0

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