

Federal Communications Commission Washington, D.C. 20554 <p style="text-align: center;">FCC 396-C</p>	OMB 3060-1033 September 2003	FOR FCC USE ONLY
<p>Multi-Channel Video Program Distributor EEO Program Annual Report</p> <p>Read INSTRUCTIONS Before Filling Out Form</p>		FOR COMMISSION USE ONLY FILE NO. B396 - 20120928AXV

SECTION I IDENTIFYING INFORMATION

A. Name of Operator:
 NORTHLAND COMMUNICATIONS CORPORATION

MSO Name:
 NORTHLAND COMMUNICATIONS CORPORATION

B. Employment Unit's Mailing Address
 101 STEWART ST SUITE 700

City SEATTLE	State WA	Zip Code 98101-
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FCC Registration Number:
 0001579747

Emp. Unit ID # 5637

Application Purpose

New Program Report

Amendment to Program Report

Supplemental Investigation Sheet (SIS) Attached

C. County and State in which unit's employment office is located
 OCONEE COUNTY, SC

D. Category of Respondent (check applicable box)

Fewer than six (6) full-time employees during the selected payroll period: Complete Sections I, II and V

Six (6) or more full-time employees during the selected payroll period: Complete ALL sections of the Form 396-C and the Supplemental Investigation Sheet, if attached

E. Pay Period Covered by this Report (inclusive dates) 07/15-31/12

F. Attachments: (See "Exhibit" buttons, below.)

SECTION II COMMUNITY INFORMATION

System Communities Comprising Local Employment Unit			
Ident No.	Name of Community	Location (State)	Type

Review the list of communities served on the previous year's submission and attach as Exhibit A [Exhibit 1] any additions or deletions, using the format noted above. NOTE: APPLICABLE ONLY TO CABLE OPERATORS AND NOT TO OTHER MVPD UNITS.

SECTION III EEO POLICY AND PROGRAM REQUIREMENTS

Check YES or NO to each of the following questions. If answer to any question below is NO, attach as Exhibit B an explanation.

[Exhibit 2]

1.	Have you complied with the outreach provisions of the FCC's MPVD Equal Employment Opportunity Rule, 47 C.F.R. Section 76.75(b), during the twelve month period prior to filing this form?	<input checked="" type="radio"/> Yes <input type="radio"/> No
2.	Do you disseminate widely your EEO Program to job applicants, employees, and those with whom you regularly do business?	<input checked="" type="radio"/> Yes <input type="radio"/> No
3.	Do you contact organizations, media, educational institutions, and other potential sources of applicants for referrals whenever job vacancies are available in your organization?	<input checked="" type="radio"/> Yes <input type="radio"/> No
4.	Do you undertake to offer promotions to positions of greater responsibility in a nondiscriminatory manner?	<input checked="" type="radio"/> Yes <input type="radio"/> No
5.	To the extent possible, do you seek out entrepreneurs in a nondiscriminatory manner and encourage them to conduct business with all parts of your organization?	<input checked="" type="radio"/> Yes <input type="radio"/> No
6.	Do you analyze the results of your efforts to recruit, hire, promote, and use services in a nondiscriminatory manner and use these results to evaluate and improve your EEO program?	<input checked="" type="radio"/> Yes <input type="radio"/> No
7.	Do you define the responsibility of each level of management to ensure a positive application and vigorous enforcement of your policy of equal employment opportunity and maintain a procedure to review and control managerial and supervisory performance?	<input checked="" type="radio"/> Yes <input type="radio"/> No
8.	Do you conduct a continuing program to exclude every form of prejudice or discrimination based upon race, color, religion, national origin, age, or sex from your personnel policies and practices and working conditions?	<input checked="" type="radio"/> Yes <input type="radio"/> No
9.	Do you conduct a continuing review of job structure and employment practices and maintain positive recruitment training, job design, and other measures needed to ensure genuine equality of opportunity to participate fully in all organizational units, occupations, and levels of responsibility?	<input checked="" type="radio"/> Yes <input type="radio"/> No

SECTION IV ADDITIONAL INFORMATION

You may provide as Exhibit C any additional information that you believe might be useful in evaluating your efforts to comply with the Commission's EEO provisions. There is no requirement to provide additional data or information.

[Exhibit 3]

SECTION V CERTIFICATION

This report must be certified as follows:

- A. By the individual owning the reporting system if individually owned;
- B. By a partner, if a partnership; or
- C. By an officer, if a corporation or association.

I certify that to the best of my knowledge, information and belief, all statements contained in this report are true and correct.

Signed	Title PRESIDENT
Date 9/28/2012	Name of Respondent GARY S. JONES
Telephone No. (include area code) 2066211351	

WILLFUL FALSE STATEMENTS ON THIS FORM ARE PUNISHABLE BY FINE AND/OR IMPRISONMENT (U.S. CODE, TITLE 18, SECTION 1001), AND/OR REVOCATION OF ANY STATION LICENSE OR CONSTRUCTION PERMIT (U.S. CODE, TITLE 47, SECTION 312(a)(1)), AND/OR FORFEITURE (U.S. CODE, TITLE 47, SECTION 503).

FORM FCC 396-C - SUPPLEMENTAL INVESTIGATION SHEET

Part I Employee Job Descriptions

Give brief job descriptions for employees in the job categories specified below. The number specified in the box indicates the number of different job descriptions that are to be submitted for each category. Job descriptions should include the position title and a brief description of the major duties and responsibilities of the individual(s) in the position.

1. Officials and Managers	1	[Exhibit 4]
2. Professionals		[Exhibit 5]
3. Technicians		[Exhibit 6]
4. Sales Workers		[Exhibit 7]
5. Office and Clerical		[Exhibit 8]
6. Craft Workers (skilled)		[Exhibit 9]
7. Operatives (semi-skilled)		[Exhibit 10]
8. Laborers (unskilled)		[Exhibit 11]
9. Service Workers		[Exhibit 12]

Part II Inquiries Concerning EEO Program and Practices

Submit responses to the inquiries indicated by a "check" Responses should be brief, but must provide sufficient information to describe the employment unit's activity and efforts in the area of inquiry.

1. Describe the employment unit's efforts to comply with the outreach provisions of 47 C.F.R. Section 76.75(b). [Exhibit 13]
2. Describe the employment unit's efforts to disseminate widely its equal employment opportunity program to job applicants, employees, and those with whom it regularly does business. [Exhibit 14]
3. Name the minority organizations, organizations for women, media, educational institutions, and other recruitment sources used to attract minority and female applicants whenever job vacancies become available. [Exhibit 15]
4. Explain the employment unit's efforts to promote in a nondiscriminatory manner to positions of greater responsibility. [Exhibit 16]
5. Describe the employment unit's efforts to encourage entrepreneurs to conduct business in a nondiscriminatory manner with all parts of its operation and provide an analysis of the results of those efforts. [Exhibit 17]
6. Report the findings of the employment unit's analysis of its efforts to recruit, hire and promote in a nondiscriminatory manner and explain any difficulties encountered in implementing its EEO program. [Exhibit 18]
7. Describe the responsibility of each level of the employment unit's management with respect to application and enforcement of its EEO policy and explain the procedure for review and control of managerial and supervisory performance. [Exhibit 19]
8. Describe the manner in which the employment unit conducts its continuing review of job structure and employment practices. [Exhibit 20]
9. Other Inquiries: [Exhibit 21]

Part III EEO Public File Report

Attach a copy of the EEO public file report from the previous year. Cable entities are required to place annually such information as is required by 47 C.F.R. Section 76.1702 in their public files. [Exhibit 22]

EMP UNIT ID: 5637	MSO NAME: NORTHLAND COMMUNICATIONS CORPORATION
	OPR NAME: NORTHLAND COMMUNICATIONS CORPORATION

Approved by OMB
3060-1033

Exhibits

Exhibit 3

Description: SECTION IV: ADDITIONAL INFORMATION

Attachment 3

Description
<u>Exhibit 3: Additional Information</u>

Exhibit 4

Description: PART I, EMPLOYEE JOB DESCRIPTIONS

Attachment 4

Description
<u>Exhibit 4, Part I: Employee Job Descriptions</u>

Exhibit 15

Description: PART II: QUESTION 3

Attachment 15

Description
<u>Exhibit 15: Response to Question 3</u>

Exhibit 17

Description: PART II: QUESTION 5

Attachment 17

Description
<u>Exhibit 17: Response to Question 5</u>
<u>Exhibit 17a: Response to Question 5</u>
<u>Exhibit 17b: Response to Question 5</u>

Exhibit 19

Description: PART II: QUESTION 7

Attachment 19

Description
<u>Exhibit 19: Response to Question 7</u>

Exhibit 22

Description: PART III: EEO PUBLIC FILE REPORT

Attachment 22

Description

Exhibit 22: EEO Public File Report

**Northland Communications Corporation
Employment Unit No. 5637
Supplemental Investigation Sheet
Section IV: Additional Information
Exhibit 3**

Pursuant to Northland's EEO program, this unit employs a sufficient posting period to attract and interview applicants for its full-time positions. During a brief period after the individual responsible for recruitment at this unit left her position without an immediate replacement, however, a shorter than customary posting period was used to fill one full-time position. This unit promptly resumed its customary posting period when the employment unit received additional recruitment training and resources from the company shortly thereafter.

During this reporting period, the employment unit did not advertise one open position with its entire internal recruitment resource list. This occurred during a brief period after the individual responsible for recruitment at this unit left her position without an immediate replacement. This unit promptly resumed the use of its resource list to recruit for full-time job vacancies when the employment unit received additional recruitment training and resources from the company shortly thereafter.

**Northland Communications Corporation
Employment Unit No.5637
Supplemental Investigation Sheet
Part I – Employee Job Descriptions
Exhibit 4**

Northland Communications Corporation's Employment Unit No. 5637 in Clemson, SC employs individuals in the category of "Officials and Managers" in only one position: General Manager. See next page for the job description in this category.

Northland Communications Corporation
Employment Unit No.5637
Supplemental Investigation Sheet
Part I – Employee Job Descriptions
Exhibit 4

Northland Communications (“Northland”) strives to provide its customers with the highest quality service at the best possible price. To meet this challenge, Northland sets high standards for all of its employees. Northland expects that all employees abide by all Northland policies and standards as described in the employee handbook and as communicated by management. Northland expects all employees to represent the company in a pleasant, cheerful and professional manner at all times. Employees are expected to work as a team with co-workers, management and other Northland offices to meet or exceed system goals.

The primary focus of the General Manager (“GM”) is managing operations to facilitate maximizing resources to achieve customer satisfaction, productivity, and financial goals. The GM will apply positive leadership techniques in managing the technical, customer service, accounting and marketing team in order to provide excellent responsive service to the region’s customers. The GM will coordinate technical operations, marketing efforts, launches of new services, training of employees, customer service objectives, accounting and billing policies, capital projects, community relations and business timelines.

The GM is accountable for operations at all levels. Together with its management team, it establishes, maintains and revises operational procedures in coordination with corporate business objectives. It operates in a decentralized corporate environment with flexibility to mold the region’s team to adapt to its specific markets. The GM reports directly to the Senior Operations Manager/Divisional Vice President. The GM works closely with its management staff in managing, coordinating and monitoring the following responsibilities which include, but are not limited to:

Leadership

- Motivate and encourage team environment to successfully meet operational goals and that is conducive to maximizing employee morale, productivity and efficiency/effectiveness.
- Build, develop and manage leadership team capable of carrying out needed strategies and improving customer and employee relations.
- Provide guidance, leadership and coaching to management team and staff, including performance reviews.
- Provide leadership for employee relations through effective recruiting, communications, training, and development.
- Provide leadership for problem resolution to facilitate faster improvements and improved working relationships.
- Conduct regular meetings to ensure communication and facilitate organizational goals.

Customer Service (working closely with Customer Service Manager)

- Develop a customer service program with Customer Service Manager to ensure consistent superior service through a professional customer service team.
- Ensure the customer receives immediate and courteous assistance.
- Provide for weekly training of customer service staff.
- Oversee and participates in day-to-day customer service contact with the customers when necessary.
- Seek to innovate ever superior customer service responsiveness.
- Strive to provide a low stress atmosphere for employees and customers.

Northland Communications Corporation
Employment Unit No.5637
Supplemental Investigation Sheet
Part I – Employee Job Descriptions
Exhibit 4

- Maintain a cohesive relationship between customer service and technical operations to deliver efficient customer service.

Technical Operations (working closely with Plant Manager)

- Develop short-term and long-term plans with Plant Manager to minimize service problems and to provide maximum long-term growth.
- Ensure that technical standards for each system in the region are properly maintained with actively followed checklists.
- Encourage and promote Northland's NOTC program.
- Coordinate high customer service standards for technical staff with Plant Manager.
- Manage staffing effectively to meet technical operation's demands.

Quality Assurance

- Monitor surveys and call back programs for customer response and makes adjustments as necessary to facilitate improvement of overall operations.

Capital Planning & Budgets

- Track monthly income statement performance versus budget goals to ensure budget expectations are met; if necessary adjust operational activities and apply specific corrective actions to meet monthly goals.
- Prepare and initiate practical capital projects for each system in the region to ensure prompt service, expand service, and upgrade plant and equipment.
- Monitor capital project progression for objectives and quality assurance.
- Assist DVP in preparing budgets for each profit center in the region.
- Create strategies to ensure monthly and annual budget objectives are routinely achieved.
- Manage wage administration through merit increases, promotions and formal training programs.

Accounting (working closely with Accounting Manager, if applicable)

- Manage customer billing and daily cash management procedures.
- Provide guidelines for control of GM's account, petty cash drawer and expenses.
- Ensure the timely execution of corporate reports.
- Monitor weekly subscriber counts for all services
- Manage coordination of employee paperwork and semi-monthly payroll.

Marketing (working closely with Marketing Coordinator, if applicable)

- Together with Marketing Coordinator, corporate and divisional offices, develop a strategic marketing plan for the region to effectively market new products and increase revenue base.
- Explore and develop additional revenue options.
- Execute implementation of marketing plans and track marketing efforts for effectiveness.
- Establish and maintain on-going regular staff training relating to promotions, discounts and packages.

PR/Community Relations

- Maintain relations with franchising authority and representatives of the city.
- Participate in important civic organizations such as Chamber of Commerce, Rotary, Lions club for community relations.

Northland Communications Corporation
Employment Unit No.5637
Supplemental Investigation Sheet
Part I – Employee Job Descriptions
Exhibit 4

- Seek out community opinions and perceptions of our service and develops plans for improvement.

Compliance

- Ensures compliance with all governmental-regulatory agencies.
- Ensures compliance with company standards for cost control, waste reduction, quality, safety, and Northland's Quality Assurance program

Knowledge, Skills & Abilities:

- Leadership
 - Ability to cohesively manage and lead a team.
 - Demonstrated ability to lead people and get results
 - Ability to put together strong teams and work together as a team player with staff, management team and corporate office.
- Ability to multi-task different projects simultaneously, plan strategically and execute programs from start to completion.
- Effectively disseminate information in a positive, motivating but assertive manner
- Competence to effectively communicate directly with customers, co-workers, vendors and management;
- Have an aptitude for organization and setting priorities to successfully manage time and workload while working independently or with a team;
- Solid understanding using computers and programs such as Microsoft Word, Excel, data entry and billing programs.
- Ability to present a professional and positive image and project a positive outlook.
- Disciplined to work under pressure to meet critical deadlines.
- Accepts and displays accountability to achieve goals
- Abide by all Northland policies and standards as described in the employee handbook and by management

Working Conditions

- Less than 70 pounds lifting required.
- Must be willing to work in excess of 40 hours per week.
- Must be able to speak clearly.
- Must be able to write and type.
- Regularly sits and stands during working hours for prolonged periods.
- Regularly work in an office setting with and around computer equipment .
- Regularly work with fluctuating customer volumes that at times may be stressful, particularly when working with customers who may become irate or impatient.
- Occasionally work in outside weather conditions.
- Ability to travel short and long distances as needed.

Qualifications:

Education: Bachelor's degree preferred or equivalent education and experience.

Northland Communications Corporation
Employment Unit No.5637
Supplemental Investigation Sheet
Part I – Employee Job Descriptions
Exhibit 4

Experience: Minimum five years experience in a management capacity. Minimum two years telecommunications technical operation experience. Telecommunications management experience preferred. Preferred candidate will have a successful employment history which demonstrates an ability to lead and positively impact an organization.

The above is a summary of responsibilities. Northland anticipates that the job responsibilities described herein may change from time to time as the needs of the system are developed. Management and staffing will vary depending on system size and subscriber counts.

Acknowledgment

I acknowledge that I received, reviewed and understand the job responsibilities stated above.

Print Name

Signature

Date

Northland Communications Corporation
Employment Unit No. 5637
Supplemental Investigation Sheet
Part II -- Inquiries Concerning EEO Program and Practices
Response to Question No. 3
Exhibit 15

Name the minority organizations, organizations for women, media, educational institutions, and other recruitment sources used to attract minority and female applicants whenever job vacancies become available.

Recruitment Source	Address
Seneca Journal/Clemson Messenger/Oconee Publishing Company (Newspapers)	201 W North 1 st St. PO Box 547 Seneca, SC 29679 Tel: (864) 882-2375 Contact: P. Vinson
Tri-County Tech	PO Box 1086 7900 Hwy 76 Pendleton, SC 29670 Tel: (864) 646-8361
SC Works - Seneca Center S.C. Department Employment and Workforce	11091 Radio Station Road PO Box 1499 Seneca, S.C. 29679 Tel: (864) 280-8019 Contact: P. Smith
Clemson University Clemson Job Link	Michelin Career Center 316 Hendrix Student Center Box 344007 Clemson, SC 29634-4007 Tel: (864) 656-2160 Contact: L. Dunson
Northland Communications Website	www.yournorthland.com
Northland Communications Community Channel	520 Hwy 29 Bypass North Anderson SC 29621 (864) 622-1919 K. Turpin

Northland Communications Corporation
Employment Unit No. 5637
Supplemental Investigation Sheet
Part II -- Inquiries Concerning EEO Program and Practices
Response to Question No. 5
Exhibit 17

It is the policy of Northland Communications Corporation, on behalf of Employment Unit No. 5637, Clemson, SC to send an annual letter (please see Exhibit 17a) to certain minority and female-owned businesses within approximately 75 to 100 miles of the system office to determine whether they can provide a needed product or service. The letter notifies each minority and female-owned business that supporting minority and female-owned businesses is a part of Northland's Equal Employment Opportunity Policy, and the system affords equal opportunity in employment and business transactions regardless of race, color, religion, sex, national origin, age, disability or any other protected classes.

As a result of this outreach, Northland Communications receives inquiries from minority and female-owned businesses which are used in consideration for future business use.

The system also places an annual advertisement (please see Exhibit 17b) in the local community channel encouraging business relationships with minority and female entrepreneurs.

**Northland Communications Corporation
Employment Unit No. 5637
Supplemental Investigation Sheet
Part II -- Inquiries Concerning EEO Program and Practices
Response to Question No. 5
Exhibit 17a**

“Date”

“Name”

“Company”

“Address”

“City, State Zip”

Dear “Name”:

Northland Communications (“Northland”) is dedicated to providing the best possible telecommunication service to our subscribers, as well as supporting the communities we serve.

It is the policy of Northland to afford equal opportunity in employment and business transactions regardless of race, color, religion, sex, national origin, age, or disability. Supporting local minority and female-owned businesses is a part of our Equal Employment Opportunity Policy. We are therefore sending you this letter to inform you of Northland’s policy and to encourage future opportunities for Northland to conduct business with your company.

Sincerely,

Jane Doe

Northland Communications Corporation
Employment Unit No. 5637
Supplemental Investigation Sheet
Part II -- Inquiries Concerning EEO Program and Practices
Response to Question No. 5
Exhibit 17b



NOTICE OF EQUAL EMPLOYMENT OPPORTUNITY POLICY

It is the policy of Northland Communications and its affiliates to afford equal opportunity in employment and business transactions to all qualified individuals regardless of race, color, religion, sex, national origin, age, or disability, and any other protected classes. All employees and applicants are afforded equal opportunity with respect to all aspects of employment, including recruitment, hiring, compensation, training, advancement and all other terms, conditions, and privileges of employment.

Any organization that wishes to qualify as a Referral Organization (to refer qualified applicants for employment) should contact Northland in writing, giving the organization's mailing address, e-mail address (if any), telephone number and contact person and stating what kind of vacancies it is interested in. Northland will notify qualified Referral Organizations of employment opportunities in accordance with their request. All personnel and business decisions will be made in accordance with the principles of Northland's equal employment opportunity. www.yournorthland.com

Northland Communications Corporation
Employment Unit No. 5637
Supplemental Investigation Sheet
Part II -- Inquiries Concerning EEO Program and Practices
Response to Question No. 7
Exhibit 19

Northland Communications Corporation's Employment Unit No. 5637 in Clemson, SC description of responsibility of each level of the employment unit's management with respect to application and enforcement of its EEO policy includes the following operations and procedures:

1. The General Manager is responsible for application and enforcement of the EEO policy at the Employment Unit. Responsibilities include:
 - a. Review and acknowledgment of the company's EEO manual.
 - b. Annual program review of the EEO policies where management at the Employment Unit is required to complete a checklist verifying its compliance with the company's EEO policies and program.
 - c. Post notices to applicants and employees regarding the Employment Unit's commitment to EEO.
 - d. Ensure that all candidates who are interviewed are reminded of their EEO rights by asking them to review and complete the company's employment application, which discusses their EEO rights and reviews the company's EEO Policy.
 - e. Conduct an annual EEO meeting informing employees of the company's EEO policies and requirements and to confirm its enforcement.
 - f. Post annual advertisement on the community channel informing the public of the Employment Unit's commitment to EEO.
 - g. Together with the corporate office, manage the recruiting process including:
 - i. Making a good faith effort to conduct broad and inclusive outreach by advertising with media having significant circulation in the community and by supplementing this advertising by using recruitment sources that further outreach for each and every full-time position.
 - ii. Ensuring that hiring decisions are made in a non-discriminatory manner.

Northland Communications Corporation's Employment Unit No. 5637 in Clemson, SC procedures for review and control of managerial and supervisory performance are as follows:

1. The General Manager is responsible for the system's positive application and enforcement of the EEO policies of the company.
2. The General Manager's performance with respect to the EEO policies is subject to review by legal counsel.
3. The General Manager's supervisory performance is subject to review by the Divisional Vice President.
4. All managers who make employment decisions are expected to abide by the letter and spirit of the company's EEO program.



2012 EEO Public File Report
SENECA, SC – FCC EMPLOYMENT UNIT #5637

THIS REPORT COVERS OCTOBER 1, 2011 THROUGH SEPTEMBER 30, 2012.

Total Number of Full-Time Vacancies Filled During This Period: 15
Total Number of People Interviewed For Full-Time Vacancies During This Period: 46

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	Regional Sales Manager	2	SC Job Service Referral	SC Job Service Seneca Journal Tri-County Tech Clemson University Northland Communications Website Northland Community Channel Referral	1 0 0 0 1 0 2	4
2	Account Executive	2	Northland Communications Website	SC Job Service Seneca Journal Tri-County Tech Clemson University Northland Communications Website Northland Community Channel Walk-in Employee Referral	1 0 1 0 1 0 1 1	5
3	Billing Center Assistant	1	Seneca Journal	SC Job Service Seneca Journal Tri-County Tech Clemson University Northland Communications Website Northland Community Channel Unknown	0 3 0 0 0 0 0 2	5



2012 EEO Public File Report
SENECA, SC – FCC EMPLOYMENT UNIT #5637

4	Account Executive	1	Clemson University	SC Job Service Seneca Journal Tri-County Tech Clemson University Northland Communications Website Northland Community Channel	1 0 0 2 1 0	4
5	Plant Operations Manager	1	Cable360.net	SC Job Service Seneca Journal Tri-County Tech Clemson University Northland Communications Website Northland Community Channel Greenville News Careerbuilder.com Craigslist SCTE Cable360.net Monster.com	0 0 0 0 0 0 0 0 0 0 1 0	1
6	Work Order Supervisor	1	Indeed.com	SC Job Service Seneca Journal Tri-County Tech Clemson University Northland Communications Website Northland Community Channel Craigslist.org Walk-in Staffmark Indeed.com	0 0 0 0 0 0 0 1 1 1	3
7	Dispatcher	1	Walk-in	SC Job Service Seneca Journal Tri-County Tech Clemson University Northland Communications Website Northland Community Channel Craigslist.org Walk-in	0 0 0 0 0 0 0 2	2
8	Regional Sales Manager	1	Internal Promotion	Internal Promotion	n/a	1



2012 EEO Public File Report
SENECA, SC – FCC EMPLOYMENT UNIT #5637

9	Marketing Coordinator	1	Employee Referral	Northland Community Channel Northland Communications Website SC Job Service Seneca Journal Craigslist Tri-County Tech Clemson University Employee Referral Referral Unknown	0 0 0 0 0 0 0 1 1 1	3
10	Business Solutions Sales Associate	1	Employee Referral	Northland Community Channel Northland Communications Website SC Job Service Seneca Journal Tri-County Tech Clemson University Employee Referral	1 0 0 2 0 0 1	4
11	Business Solutions Account Executive	1	Employee Referral	Monster.com Employee Referral	0 1	1
12	Installer	1	Employee Referral	Seneca Journal SC Job Service Northland Community Channel Northland Communications Website Employee Referral Walk-in	0 2 0 0 2 4	8
13	Installer	1	Employee Referral	Seneca Journal SC Job Service Northland Community Channel Northland Communications Website Employee Referral	0 0 0 0 3	3
14	Business Trainer	1	Employee Referral	Seneca Journal Northland Communications Website Employee Referral Craigslist.org	1 0 1 0	2



2012 EEO Public File Report
SENECA, SC – FCC EMPLOYMENT UNIT #5637

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, 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 WICT, 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
Community Channel Cable Channel 4/Charter Media	520 Hwy 29 Bypass North Anderson SC 29621	K. Turpin	864-622-1919	No	1
Northland Communications Website	101 Stewart St, Suite 700 Seattle, WA 98101 www.yournorthland.com/seneca	Human Resources	(206) 621-1351	No	3
South Carolina Job Service/Employment Security Commission	11091 N. Radio Station Rd. Seneca, SC 29678	J. Carter	(864) 882-5638	No	5
Seneca Journal/Clemson Messenger/Oconee Publishing Company	201 W North 1 st St. PO Box 547 Seneca, SC 29679	P. Vinson	(864) 882-2375	No	6
Tri-County Tech	PO Box 1086 7900 Hwy 76	HR Representative	(864) 646-8361	No	1

Equal Opportunity Employer



2012 EEO Public File Report
SENECA, SC – FCC EMPLOYMENT UNIT #5637

Clemson University Clemson Job Link	Pendleton, SC 29670 Michelin Career Center 316 Hendrix Student Center Box 344007 Clemson, SC 29634-4007	L. Dunson	(864) 656-2160	No	2
Greenville News	305 S. Main St/PO Box 1688 Greenville, SC 29602	A. Moon	864-298-4028	No	0
CareerBuilder.com	Through Greenville News			No	0
Craigslist	http://greenville.craigslist.org			No	0
SCTE	www.scte.org		800-542-5040	No	0
Cable 360 Net	www.jobs.cable360.net			No	1
Monster.com	www.monster.com			No	0
Staffmark	301 Halton Rd. Greenville, SC 29206		864-322-6004	No	1
Employee Referral	n/a	n/a	n/a	No	10
Walk-in	n/a	n/a	n/a	No	8
Referral	n/a	n/a	n/a	No	3
Indeed.com	n/a	n/a	n/a	No	1
Internal Promotion	n/a	n/a	n/a	No	1
Unknown	n/a	n/a	n/a	No	3