

**METROCAST CABLEVISION OF NEW HAMPSHIRE LLC  
BELMONT, NH  
EEO PUBLIC FILE REPORT  
10/01/10-09/30/11**

**I. VACANCY LIST**

<b>Job Title</b>	<b>Date Open</b>	<b>Date Filled</b>	<b>Recruitment Sources (RS) Used to Fill Vacancy</b>	<b>Number of Interviewees</b>	<b>RS Referring Hiree</b>
[Insert name of job title, e.g. Account Executive]			[Insert numbers corresponding to RS's in the MRSL, e.g., 1-10, 15, 18-23]		[Insert number corresponding to RS in the MRSL, e.g., 23]
Installer Technician 1	08/03/10	11/22/10	1, 5, 8, 9, 12, 13	1	1
Installer Technician 2	01/01/11	01/10/11	1, 5, 8, 9, 12, 13	1	1
Installer Technician 3	01/01/11	06/20/11	1, 5, 8, 9, 12, 13	4	1
Project Coordinator 1	03/07/11	05/02/11	5, 7, 8, 9, 12, 13	1	7
Customer Service Manager 1	02/21/11	03/28/11	3,4,5,8,9,12,13,14, 16	6	4
Customer Service Representative 1	07/20/10	10/04/10	1, 5, 6, 8, 9, 12, 13	3	1
Customer Service Representative 2	09/23/10	11/15/10	1, 5, 8, 9, 12, 13	2	1
Customer Service Representative 3	09/24/10	11/08/10	5, 8, 9, 12, ,13	4	12
Customer Service Representative 4	02/02/11	02/28/11	3, 5, 8, 9, 12, 13	3	12
Customer Service Representative 5	02/02/11	03/07/11	3, 5, 8, 9, 12, 13	3	12
Customer Service Representative 6	02/02/11	03/14/11	3, 5, 8, 9, 12, 13	3	12
Customer Service Representative 7	02/02/11	04/11/11	1, 3, 5, 8, 9, 12, 13	3	1
Customer Service Representative 8	03/14/11	05/02/11	3, 5, 7, 8, 9, 12, 13	4	7
Customer Service Representative 9	03/14/11	05/02/11	3, 5, 8, 9, 12, 13	4	12
Customer Service Representative 10	04/13/11	05/02/11	3, 5, 8, 9, 11, 12, 13, 15	4	12
Customer Service Representative 11	04/13/11	06/03/11	3, 5, 8, 9, 11, 12, 13, 15	3	12
Customer Service Representative 12	04/13/11	06/03/11	3, 5, 8, 9, 11, 12, 13, 15	4	12
Customer Service Representative 13	04/13/11	07/05/11	1, 3, 5, 8, 9,11,12,13,15	3	1
Customer Service Representative 14	04/13/11	07/05/11	3, 5, 8, 9, 11, 12, 13, 15	4	3
Customer Service Representative 15	04/13/11	08/22/11	3, 5, 8, 9, 11, 12, 13, 15	3	15
Business Services Cust Svc Rep 1	05/12/11	08/24/11	5, 8, 9, 12, 13, 15	1	15
			TOTAL INTERVIEWED	64	

See **Master Recruitment Source List (MRSL)** for recruitment source data

## II. MASTER RECRUITMENT SOURCE LIST (MRSL)

RS Number	RS Information	Source Entitled to Vacancy Notification? (Yes/No)	No. of Interviewees Referred by RS over 12-month period
1	Referrals	No	12
2	Internship	No	0
3	Citizen / Fosters Newspapers /171 Fair St, Laconia, NH 03246, (603) 524-3800	No	7
4	Monster.com / Jay Bouvier ,5 Clock Tower Place, Suite 500, Maynard, MA 01754, 800-666-7837 <a href="http://www.monster.com">www.monster.com</a>	No	1
5	NH State Employment Security/Deborah Dubois, 426 Union Avenue, Laconia, NH 03246, (603) 524-3960	Yes	1
6	Walk-Ins	No	1
7	Word of Mouth	No	6
8	Central NH Employment/Mary Lawson, 25 Beacon St. East, Suite 201, Laconia, NH 03246, (603) 528-2828	Yes	0
9	AllStaff Contracting Services/Marilyn Pullman, 930 Laconia Rd, Belmont, NH 03220 (603) 528-2828	Yes	0
10	Craigslist.com/800-664-0633 <a href="http://www.craigslist.com">www.craigslist.com</a>	No	0
11	Laconia Daily Sun/Elaine Hirshan, 65 Water St, Laconia, NH 03246 (603) 527-9299	No	0
12	MetroCast Cablevision Website/Sarah Lapointe, 9 Apple Rd, Belmont, NH 03220 (603) 524-3767 <a href="http://www.metrocast.com">www.metrocast.com</a>	No	30
13	NH Works/Desma Oickle, P.O. Box 1016, Industrial Park Dr, Concord, NH 03302 (603) 225-3295	Yes	0
14	Harron Website /Joan McGlenn, 70 East Lancaster Ave, Frazer, PA 19355 (610) 993-1053	No	0
15	MetroCast Job Fair /Debbie Kathan, 9 Apple Rd, Belmont, NH 03220 (603) 527-3601	No	4
16	Cable 360/Access Intelligence, 88 Pine St, Suite 510, New York, NY 10005 (212) 621-4900 <a href="http://www.cable360.net">www.cable360.net</a>	No	2
17	WalterKaitz.org/Walter Kaitz Foundation, 25 Massachusetts Avenue, NW, Suite 100, Washington, DC 20001 (202) 222-2490 <a href="http://www.walterkaitz.org">www.walterkaitz.org</a>	No	0
18	New Hampshire Technical Collage, 31 College Drive Concord, NH 03301-7412 (603) 271-6984	No	0
19	Concord Monitor Newspaper, Concord, NH 03301	No	0
20	Fosters Daily Democrat, Main St, Rochester, NH 03867 <a href="http://www.fosters.com">www.fosters.com</a>	No	0
<b>TOTAL INTERVIEWEES OVER 12-MONTH PERIOD</b>			<b>64</b>

### III. RECRUITMENT INITIATIVES

	TYPE OF RECRUITMENT INITIATIVE	DATE	BRIEF DESCRIPTION OF ACTIVITY	PERSONNEL INVOLVED
1	Establishment of training programs designed to enable unit personnel to acquire skills that could qualify them for higher level positions.	Ongoing	MetroCast provides employees with a paid educational reimbursement program, including NCTI training, which is offered to both Technicians and Customer Service personnel in new technology and various problem-solving areas. Upon completion, personnel are certified, thus enabling them to have the ability to qualify for and perform at higher level positions.	Technical Operations Manager, Customer Service Manager, Administrative Assistant
2	Establishment of a mentoring program for unit personnel.	Ongoing	MetroCast provides on-site mentoring programs for all new employees, as well as employees that transfer to new positions.	Technical Operations Manager, Customer Service Manager, Business Services Manager, Marketing Coordinator, Customer Service Trainer
3	MetroCast maintains its own website <a href="http://www.metrocast.com">www.metrocast.com</a>	Ongoing	All available positions in any departments are posted and updated regularly on the company website	Marketing Coordinator
4	SCTE Membership is provided to all Technical Personnel	Ongoing	MetroCast provides paid membership to trade organizations for Technical Personnel	Technical Operations Manager
5	Internal training provided to all personnel, regarding Sexual Harassment, Customer Retention, Direct Sales, Safety, Ergonomics	Ongoing	MetroCast provides specific training in these areas and more to all employees using BLR 7-minute trainer and various videos and presentations.	Technical Operations Manager, Customer Service Manager, Administrative Assistant, Marketing Coordinator

<b>6</b>	MetroCast Job Fair, Contact/Maureen, Gunstock Inn, 580 Cherry Valley Rd, Gilford, NH	6/23/11	Hosted our own job fair in a central location to take applications and conduct interviews for several open positions.	Administrative Assistant, Director of Customer Service, Customer Service Mgr, Customer Service Supervisor, Regional Business Services Mgr
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