

## EEO PUBLIC FILE REPORT

### 2009 FCC EEO Public File Report for *Suddenlink Communications* Clark County, AR - FCC EEO # 11982 (Arkadelphia, Helena, Hot Springs Village, Malvern)

*This Report covers September 1, 2008-August 31, 2009.*

**Total Number of Full-Time Vacancies Filled During This Period: 5**

**Total Number of People Interviewed For Full-Time Vacancies During This Period: 13**

*Please see attached recruitment source list for recruitment source contact information.*

#### Full-Time Positions Filled

#	Position Title	Number Hired	Recruitment Source of Successful Applicant(s)	Recruitment Source(s) Used to Fill the Vacancy	Number of Interviewees Referred by Each Recruitment Source	Total Number Interviewed
1	Broadband Technician	2	1 Other/1 Newspaper	SL Website & CareerBuilder	1 CareerBuilder/3 Newspaper/1 Other	5
2	Customer Care Rep	2	1 Newspaper/1 Internal	SL Website & CareerBuilder	1 Internal/2 Other/1 AR Job Link/1 TV/1 Newspaper	6
3	QA Inspector	1	Internal	SL Website	2 Internal	2

**Supplemental Recruitment Initiatives**

- Hot Springs National Park Community College Job Fair
- Suddenlink has developed and implemented a training and certification program designed to assist unit personnel in acquiring the skills & certificates necessary to qualify for promoting into higher level positions. Specifically, the unit pays for and facilitates attendance at NCTI training courses for its' technician employees.
- This unit has satisfied its supplemental recruitment initiative requirement by establishing tools and resources to educate and promote qualified employees.
- We also post job openings on Employee Bulletin Boards and have developed a new Employee Referral policy.
- Suddenlink also offers many online courses through the Smartlink website and offers various instructor led training.
- Supervisors participate in various supervisory training including Your Role as Supervisor, Managing Within The Law, Coaching Training, Behavioral Interviewing, Positive Employee Relations which covers their EEO responsibilities.

**Recruitment Source List**

<b>Name of Recruitment Source</b>	<b>Address</b>	<b>Contact Person</b>	<b>Telephone Number</b>	<b>Entitled to Notification</b>	<b>Total Number of Referrals</b>
Suddenlink Communications	700 Exchange Avenue Conway, AR 72032	Vickie Summar	501-269-8751	No	0
CareerBuilder	200 N. LaSalle St. Suite 110 Chicago, IL 60601	Na	800-638-4212	No	1
AR Job Link	<a href="mailto:rex.platt@arkansas.gov">rex.platt@arkansas.gov</a>	Rex Platt	501-682-1544	No	1