



FCC Report (August 16, 2010 – August 15, 2011)

1. The following is a list of all full-time vacancies filled by Bright House Networks, *Tampa Bay Division, Pinellas, and ABS* from August 16, 2010 through August 15, 2011, identified by job title:

Job Title	# Filled
Accounts Payable Coordinator	1
Advertising Sales Account Executive	3
Billing Analyst	1
Billing Platform Operations Specialist	1
Billing Specialist	3
Business Account Specialist	4
Business Analyst - Customer Care	1
Business Solutions Engineering Analyst	1
Business Solutions Field Lead	1
Business Solutions Field Technician	11
Business Solutions Financial Reporting Specialist	1
Business Solutions Logistical Technician	1
Business Solutions OnSite Specialist	4
Business Solutions Sales Manager – Outside Sales	2
Business Solutions Support Coordinator I	1
Business Solutions Support Lead	2
Business Solutions Support Technician	24
Business Voice Provisioning Specialist	2
Cash Posting Coordinator	1
Commercial Sales Specialist Outside	10
Community Marketing Representative- Bulk Conversions	1
Creative Copywriter	2
Customer Care Professional	34
Customer Escalations Lead	2
Customer Escalations Specialist	11
Customer Escalations Supervisor	1
Customer Service Manager (Escalations)	1
Customer Solutions Agent	2
Customer Support Lead	2
Customer Support Specialist	48
Customer Support Supervisor	1
Dedicated Access Account Executive	2
Designer	1
Direct Sales Rep - SFU	46
Direct Sales Supervisor - SFU	3

Division Outbound Sales (Telemarketing) Representative	11
Event Operations Coordinator	8
Field Inspector 1	3
Field Inspector Lead	1
Field Support Rep I	5
Field Support Services Supervisor	1
Front Counter Lead	2
Headend Technician I	7
HFC Sustaining Engineer	1
Human Resources Coordinator	2
Human Resources Manager	2
Imaging Clerk	1
Installation Specialist	4
Installer I	1
Knowledge Management Writer	2
Lead Installer	1
Lead Tech, Service	2
Learning & Development Specialist	2
Learning & Development Technical Documentation Specialist	1
Marketing Coordinator	2
Marketing Coordinator	2
Marketing Representative - Community Marketing	1
Marketing Specialist	3
Mechanic I	1
Network Technician I	1
Outbound Commercial Telecollections Professional	1
Producer	1
Producer/Editor I	1
Product Development and Support Specialist	8
Production Specialist - Part time	1
Production Supervisor	1
Promotions Coordinator	1
Quality Assurance Technician	6
Report Analyst	1
Sales Assistant	9
Sales Operations Analyst	1
Sales Specialist-Business Solutions	2
Sales Support Administrator	1
Sales Support Coordinator	1
Sales Trainer and Coach	1
Service Tech Lead	1
Service Technician	34
Shipping & Receiving Clerk I	1
Spec, Tech Support	2
Sr. Director of Marketing	1
Staff Accountant	1
System Support Specialist	1

System Tech I	2
Systems Engineer I	2
Tech, Data Center Facility	1
Technical Event Coordinator	1
Technical Operations Manager	1
Technical Sales Support Specialist	2
Video System Analyst	1
Voice Provisioning Specialist 1	4
Voice Sales Engineer	1
VP, Corporate Procurement & Materials Mgmt.	1
Warehouse Person I	3
Work Force Management Coordinator	2

**Total Vacancies Filled**

**397**

2a. The following is a list of recruitment sources used to fill each vacancy identified in number one above:

<b>Abilities of Florida - PTEC</b> Joe Pezzano 2735 Whitney Road Clearwater, FL 727-538-7370 ext. 296	<b>Eckerd College</b> John Ingmire 4200 54 <sup>th</sup> Ave. S St. Petersburg, FL 727-864-8258	<b>Employment Guide</b> Sheri Ehlers 8405 Benjamin Road, Suite C Tampa, FL 813-775-6243
<b>Everest University</b> Scott Coffey 1199 East Bay Drive Largo, FL. 727-725-2688 ext. 175	<b>Fast Train</b> Erzulie Mendoza 4350 W. Cypress Street Tampa, FL 813-874-0660	<b>Florida Career College -FCC</b> Star-Maria Aponte 410 Park Blvd. Clearwater, FL 727-210-2710
<b>ITT Hillsborough</b> Ivette Gonzalez 4809 Memorial Highway Tampa, FL 33634 813-885-2244	<b>ITT Pinellas</b> Kara Hamilton 877 Executive Dr. W. Ste. 100 St. Petersburg, FL 33702 727-209-4700	<b>Pinellas County Urban League</b> Brenda Baylor 333-31 <sup>st</sup> Str. N. St. Petersburg, FL. 33713 727-327-2081
<b>Pride Enterprises</b> Beverly Roberts 12425 – 28 <sup>th</sup> Str. N Ste 300 St. Petersburg, FL. 727-556-3348	<b>Remington College</b> Deb Hoffman 2410 E. Busch Blvd. Tampa, FL. 813-316-4415	<b>SPC</b> Debra Montalvo 13505 58 <sup>th</sup> Str. N Largo, FL. 727-341-3102
<b>Strayer University</b> Kevin McLaughlin 4902 Eisenhower Blvd. Tampa, FL. 813-889-4417	<b>Tampa Bay Workforce Alliance</b> Dalana Brown 5701 E. Hillsborough Ave, Ste. 1419 Tampa, FL. 33610 813-390-7627	<b>University of South Florida</b> Barb Oliver 140 7 <sup>th</sup> Ave. South Terrace 200 St. Petersburg, FL. 727-873-4182

<b>US Dept of Veterans Affairs</b> Letha Smithson 10000 Bay Pines Blvd. Bay Pines, FL 727-398-6661 ext. 123	<b>WorkNet Pinellas</b> Haley Louen 624 1 <sup>st</sup> Ave. S. St. Petersburg, FL. 727-329-1490 ext. 122
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2b. The following is a list of the recruitment sources, if any, who requested notification of vacancies:

Not Applicable - All agencies have been notified that all employment vacancies and openings are captured on our website: [www.mybighthouse.jobs](http://www.mybighthouse.jobs).

3. The following is a list of recruitment sources that referred any employees that were hired since August 16, 2010:

Sources	Total Number Hired
Bright House Networks Website	85
CareerBuilder	11
Employee Referral	107
Former Employee	7
INTERNAL	166
ITT Technical Institute	1
Job Fair	4
JobFox.com	3
Jobing.com	2
Linkedin	1
Local	1
Other Source	2
Tampa Bay Workforce Alliance	1
Walk-In	1
WorkNet Pinellas	2
Yahoo Hot Jobs	3
<b>Grand Total</b>	<b>397</b>

4a. The total number of persons that were interviewed for full-time vacancies since August 16, 2010:

Count of Interviews
2306

4b. Of those persons interviewed, the following is each recruitment source utilized in connection with the vacancies that existed since August 16, 2010:

Source
Bright House Networks Website
Cable360
CareerBuilder
Employee Referral
Former Employee
INTERNAL
ITT Technical Institute
Job Fair
Job Posting
JobFox.com
Jobing.com
Linkedin
local
MultiChannel News
Other Source
SHRM (Society of Human Resource Management)
SimplyHired.com
Tampa Bay Workforce Alliance
TD Madison & Associates
USF
Walk-In
WorkNet Pinellas
Yahoo Hot Jobs

5. Since August 16, 2010, the following are the longer term recruitment initiatives engaged in by our region: (list and provide a brief description of each initiative)
- a) Bright House Networks, Tampa Bay Division, Pinellas and ABS, continued our on-line recruiting, which produced a streamlined applicant process for candidates and opened the doors to recruit applicants seeking employment from outside our traditional recruiting vicinity.
  - b) We participated actively in job fairs and recruiting programs at secondary schools, community colleges, and universities. Events included: Veteran’s Career Fair (Hudson), Congressman Bilirakis Career Fair (New Port Richey), Career Fair (Tampa), Tampa Tribune Career Fair (Tampa), USF Polytechnic (Polk), Worknet Career Fair (Pinellas Park), Career Fair (Tampa MOSI), Rasmussen College Career Fair (Tampa), and Veteran’s Career Fair (MacDill AFB).
  - c) As appropriate, Bright House Networks-Pinellas advertised in help-wanted sections of local publications: Tampa Tribune and St. Petersburg Times.
  - d) When appropriate, we partnered with staffing agencies that have a solid reputation for recruiting qualified candidates.
  - e) Tampa Bay Division, Pinellas and ABS continued to implement its employee referral program that boasts a \$250.00 per referral.

- f) The Tampa Bay Division maintained continuous vigilance and communications with the community, reaching out to minority and women organizations for referrals.
- g) Promotional opportunities were posted and announced internally via company intranet and email. They were also sent to outside recruiting agencies, including The Employment Guide, Careerbuilder.com, and Monster.com.