

## EEO PUBLIC FILE REPORT FOR SERVICE ELECTRIC CABLE TV OF NJ, INC.

Pursuant to 47 CFR Section 76.1702(b)

September 2017

JOB VACANCIES

**76:1702(b)(1)&(2):**

None

**76:1702(B)(3)**

**76:1702(B)(4)**

**76:1702(B)(5)**

NOTE ON EMPLOYMENT: The unit contracts with RFM Services ([www.rfmservices.com](http://www.rfmservices.com)) to provide Contract labor. RFM then places ads for any openings (including contract labor requested by the unit) In local newspapers of general circulation and their website.

**Activities pursuant to Section 76:75(B)(2)(VIII).**

The unit has focused on training existing staff to allow them to gain additional skills for future advancement and to better train management on issues related to employee relations. Between September 2016 and September 2017, the unit provided the following training opportunities to its Employees and outside contract staff from outside experts.

## **CUSTOMER SERVICE DEPARTMENT**

Quarterly Training Program:

October 2016

January 2017

May 2017

September 2017

Training program for customer service personnel on premium services, telephone, internet updates, and service training. This enables Customer Service Representatives to move up to telephone sales and Technical support units.

## **SERVICE DEPARTMENT**

Developed monthly meetings and training to discuss new technologies and equipment available, and how to use and troubleshoot problems. Training, when required, on technologies. Combined meetings, discussions, and training with Tech Support and Field Personnel.

## **MENTORING PROGRAM**

Service Electric has established a mentoring program to foster the growth of individuals interested in further developing their potential in the various departments within the Company. Managers, Supervisors, and Senior Staff Members will pair with individual staff members to teach and guide them through the different aspects of the Cable TV operations.