

Federal Communications Commission Washington, D.C. 20554		OMB 3060-1033 September 2003	FOR FCC USE ONLY
FCC 396-C			
Multi-Channel Video Program Distributor EEO Program Annual Report			FOR COMMISSION USE ONLY FILE NO. -
Read <u>INSTRUCTIONS</u> Before Filling Out Form			
SECTION I IDENTIFYING INFORMATION			
A. Name of Operator: SERVICE ELECTRIC CABLE TV OF NJ, INC.			
MSO Name: SERVICE ELECTRIC CABLE TV OF NJ INC			
B. Employment Unit's Mailing Address 320 SPARTA AVENUE			
City SPARTA	State NJ	Zip Code 07871-	
FCC Registration Number:			
Emp. Unit ID # 4397			
Application Purpose			
<input checked="" type="radio"/> New Program Report			
<input type="radio"/> Amendment to Program Report			
<input type="checkbox"/> Supplemental Investigation Sheet (SIS) Attached			
C. County and State in which unit's employment office is located SUSSEX, NJ			
D. Category of Respondent (check applicable box)			
<input type="radio"/> Fewer than six (6) full-time employees during the selected payroll period: Complete Sections I, II and V			
<input checked="" type="radio"/> 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)		8/23/18 - 9/5/18	
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 any additions or deletions, using the format noted above. NOTE: APPLICABLE ONLY TO CABLE OPERATORS AND NOT TO OTHER MVPD UNITS.			Exhibit 1
Validate		Save	Edit FRN
Menu			

LIST OF COMMUNITIES SERVED BY SERVICE ELECTRIC CABLE TV OF NJ, INC.

Andover Boro
Andover Twp
Branchville Boro
Byram Twp
Frankford Twp
Franklin Boro
Fredon Twp
Green Twp
Hamburg Boro
Hampton Twp
Hardyston Twp
Lafayette Twp
Town of Newton

Ogdensburg Boro
Sandyston Twp
Sparta Twp
Stillwater Twp
Sussex Boro
Vernon Twp
Wantage Twp
Blairstown Twp
Jefferson Twp
Frelinghuysen Twp
Hardwick Twp
Hope Twp
Knowlton Twp

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

Validate

Save

Clear

Menu

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

Pursuant to 47 CFR Section 76.1702(b)

September 2018

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) 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 2017 and September 2018, the unit provided the following training opportunities to its Employees and outside contract staff from outside experts.

CUSTOMER SERVICE DEPARTMENT

Quarterly Training Program:

October 2017
January 2018
May 2018
September 2018

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.