

Federal Communications Commission Washington, D.C. 20554 FCC 396-C	OMB 3060-1033 September 2003 FOR FCC USE ONLY
Multi-Channel Video Program Distributor EEO Program Annual Report	FOR COMMISSION USE ONLY FILE NO. -
Read INSTRUCTIONS Before Filling Out Form	

SECTION I IDENTIFYING INFORMATION

A. Name of Operator:
 RCN TELECOM SERVICES, LLC

MSO Name:
 RCN TELECOM SERVICES, LLC

B. Employment Unit's Mailing Address
 650 COLLEGE ROAD EAST
 SUITE 3100

City PRINCETON	State NJ	Zip Code 08540-
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FCC Registration Number:
0019669563

Emp. Unit ID # 11838

Application Purpose

New Program Report

Amendment to Program Report

Supplemental Investigation Sheet (SIS) Attached

C. County and State in which unit's employment office is located
 MERCER COUNTY, NJ

D. Category of Respondent (check applicable box)

Fewer than six (6) full-time employees during the selected payroll period: Complete Sections I, II, and V

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) 7/15/19 - 7/14/20

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]

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]

SECTION V CERTIFICATION

This report must be certified as follows:

- By the individual owning the reporting system if individually owned;
- By a partner, if a partnership; or
- By an officer, if a corporation or association.

I certify that to the best of my knowledge, information and belief, all statements contained in this report are true and correct.

Signed		Title	VICE PRESIDENT HUMAN RESOURCES
Date	9/29/2020	Name of Respondent	KENNETH CONRAD
Telephone No. (include area code)	6096812189		

WILLFUL FALSE STATEMENTS ON THIS FORM ARE PUNISHABLE BY FINE AND/OR IMPRISONMENT (U.S. CODE, TITLE 18, SECTION 1001), AND/OR REVOCATION OF ANY STATION LICENSE OR CONSTRUCTION PERMIT (U.S. CODE, TITLE 47, SECTION 312(a)(1)); AND/OR FORFEITURE (U.S. CODE, TITLE 47, SECTION 503).

FORM FCC 396-C - SUPPLEMENTAL INVESTIGATION SHEET

Part I Employee Job Descriptions

Give brief job descriptions for employees in the job categories specified below. The number specified in the box indicates the number of different job descriptions that are to be submitted for each category. Job descriptions should include the position title and a brief

description of the major duties and responsibilities of the individual(s) in the position.

- 1. Officials and Managers [Exhibit 4]
- 2. Professionals [Exhibit 5]
- 3. Technicians [Exhibit 6]
- 4. Sales Workers [Exhibit 7]
- 5. Office and Clerical [Exhibit 8]
- 6. Craft Workers (skilled) [Exhibit 9]
- 7. Operatives (semi-skilled) [Exhibit 10]
- 8. Laborers (unskilled) [Exhibit 11]
- 9. Service Workers [Exhibit 12]

Part II Inquiries Concerning EEO Program and Practices

Submit responses to the inquiries indicated by a "check" Responses should be brief, but must provide sufficient information to describe the employment unit's activity and efforts in the area of inquiry.

- 1. Describe the employment unit's efforts to comply with the outreach provisions of 47 C.F.R. Section 76.75(b). [Exhibit 13]
- 2. Describe the employment unit's efforts to disseminate widely its equal employment opportunity program to job applicants, employees, and those with whom it regularly does business. [Exhibit 14]
- 3. Name the organizations, media, educational institutions, and other recruitment sources used to attract applicants whenever job vacancies become available. [Exhibit 15]
- 4. Explain the employment unit's efforts to promote in a nondiscriminatory manner to positions of greater responsibility. [Exhibit 16]
- 5. Describe the employment unit's efforts to encourage entrepreneurs to conduct business in a nondiscriminatory manner with all parts of its operation and provide an analysis of the results of those efforts. [Exhibit 17]
- 6. Report the findings of the employment unit's analysis of its efforts to recruit, hire and promote in a nondiscriminatory manner and explain any difficulties encountered in implementing its EEO program. [Exhibit 18]
- 7. Describe the responsibility of each level of the employment unit's management with respect to application and enforcement of its EEO policy and explain the procedure for review and control of managerial and supervisory performance. [Exhibit 19]
- 8. Describe the manner in which the employment unit conducts its continuing review of job structure and employment practices. [Exhibit 20]
- 9. Other Inquiries: [Exhibit 21]

Part III EEO Public File Report

Attach a copy of the EEO public file report from the previous year. Cable entities are required to place annually such information as is required by 47 C.F.R. Section 76.1702 in their public files. [Exhibit 22]

EMP UNIT ID: 11838	MSO NAME: RCN TELECOM SERVICES, LLC
	OPR NAME: RCN TELECOM SERVICES, LLC

Approved by OMB
3060-1033

Exhibits

Exhibit 3

Description: RCN TELECOM SVC 396 RECRUITMENT REPORT

Attachment 3

Description

[RCN Telecom Svc Princeton NJ Recruitment Rpt](#)

Exhibit 8

Description: RCN PRINCETON OFFICE - CLERICAL JOB DESCRIPTION

Attachment 8

Description
RCN Telecom Svc Princeton Office Clerical JD

Exhibit 13

Description: RCN TELECOM SVC SIS PRINCETON

Attachment 13

Description
RCN Telecom Svc Princeton SIS Information

Exhibit 22

Description: RCN TELECOM SVC PRINCETON 396 2019

Attachment 22

Description
RCN Telecom Svc Princeton 396C Report 2019

FCC/EEO Program Annual Record- Princeton, NJ
Full Time Vacancies - 76.172(b)(1)
July 15, 2019 through July 14, 2020

FCC Unit ID #	Description	Job Title	Vacancies
11838	RCN - Corporate	Sr. Director, Finance	1
11838	RCN - Corporate	AP Coordinator 2	1
11838	RCN - Corporate	AP Coordinator 2	1
11838	RCN - Corporate	Payroll Specialist	1
11838	RCN - Corporate	Media Account Executive	1
11838	RCN - Corporate	AP Coordinator 1	1
11838	RCN - Corporate	AP Coordinator 2	1
11838	RCN - Corporate	SEO / SEM Manager	1
11838	RCN - Corporate	Development Systems Engineer	1
11838	RCN - Corporate	Mgr Web Operations	1
11838	RCN - Corporate	Email Marketing Coordinator	1
11838	RCN - Corporate	Sr. Director, Finance	1
11838	RCN - Corporate	Sr. Director Finance	1
11838	RCN - Corporate	Dir Finance	1
11838	RCN - Corporate	Mgr Email Marketing	1
		Total	15

FCC Annual Report

Princeton NJ

Recruitment Sources Utilized for Vacancies Filled - 76.1702(b)(2)

July 15, 2019- July 14, 2020

Name of Source	Address	City	State	Zip	Phone	email	Contact Name
RCN .COM - Careers	650 College Road, East	Princeton	NJ	08540	609-681-2189	Ken.Conrad@rcn.net	Ken Conrad
RCN Internal Job Posting / Application System	650 College Road, East	Princeton	NJ	08540	609-681-2189	Ken.Conrad@rcn.net	Ken Conrad
Career Builder.Com	200 N. Lasalle	Chicago	IL	60611	312-698-0719	UnKnown	Unknown
Indeed.com	PO Box 660367	Dallas	TX	75266	512-684-6199	nbonetti@indeed.com	Nick Bonetti
RCN Employee Referral Program	650 College Road, East	Princeton	NJ	08540	609-681-2189	Ken.Conrad@rcn.net	Ken Conrad
Professional Referrals	650 College Road, East	Princeton	NJ	08542	609-681-2189	Ken.Conrad@rcn.net	Ken Conrad
Monster.com	622 Third Avenue, 37th Floor	New York	NY	10017	646.203.4706	ann.jackman@monster.com	Ann Jackman
Profiles - Agency	1600 K Street, NW	Washington	DC	20006	202-363-4100	jsaia@careerprofiles.com	John Saria
Job Fair - Coast to Coast Career Fairs	228 Park Ave South # 37945	New York	NY	10003	508-981-6995	kevin@kmjfairs.com	Kevin McCrea
Robert Half - Agency	700 Alexander Park	Princeton	NJ	08540	609-987-0786	joseph.imbesi@roberthalf.com	Joe Imbesi
Kforce - Agency	1025 Conneticut Ave, NW Suite 415	Washington	DC	20036	202-499-2200	UnKnown	Unknown
MDT - Agency	4813 Jonestown Rd. Suite 103	Harrisburg	PA	17109	717-585-6313	tammy.simonetti@mdttechnical.com	Tammy Simonetti
Atrium- Agency	100 Overlook Center	Princeton	NJ	08540	609-269-2023	Dvanterpool@atriumstaff.com	Dorian Vanterpool
ATS - Agency	251 Monmouth Dr., Suite 1A	Oakhurst	NJ	07755	732-918-4664	michele@atsolutions.com	Michelle Kieffer
Freidman Williams - Agency	198 Route 9 North, 2nd Floor	Manalapa	NJ	07726	732-409-6900	imartinos@freidmanwilliams.com	James Martinos
Accounting Principals - Agency	125 Village Boulevard, Suite 240	Princeton	NJ	08540	609-987-0088	erica.christiansen@accountingprincipals.com	Erica Christiansen
The Creative Group - Agency	700 Alexander Park	Princeton	NJ	8540	609-806-0066	ryan.marsa@creativegroup.com	Ryan Marsa
Addeco - Agency	1755 Duke St.	Alexandria	VA	22314	703-548-5050	UnKnown	Unknown
Glassdoor.com	100 Shoreline Highway	Mill Valley	CA	94941	415-944-6967	jenna.logan@glassdoor.com	Jenna Logan
Entech Network Solutions - Agency	3111 N. University Drive, Suite 610	Coral Springs	FL	33065	203-856-8097	nrinaldi@entechnetworks.com	Nancie Rinaldi
Creative Circle - Agency	1130 Connecticut Ave NW #650	Washington	DC	20036	202-827-2207	UnKnown	Unknown
Linked In					UnKnown	UnKnown	Unknown
Atlas Search Agency	1540 Broadway, 10th Flr	New York	NY	10036	646-779-9728	jparks@atlassearchllc.com	Jamie Parks
Whitecap Search Agency	485 Lexington Ave., 3rd Flr	New York	NY	11017	646-813-3004	rob@whitecapsearch	Rob Szymanik
Parker Lynch Search Agency	125 Village Blvd, Suite 240	Princeton	NJ	08540	908-770-5644	william.wiessman@parkerlynch.com	William Wiessman
Robert Half Agency	700 Alexander Park Drive	Princeton	NJ	08540	609-987-0786	Joseph.imbesi@roberthalf.com	Joe Imbesi
GSP Search Agency	517 Route 1 South	Iselin	NJ	08830	732-602-0100	gskelly@gspintl.com	Glen Skelly
Atrium Staffing	100 Overlook Center, 2nd Flr	Princeton	NJ	08540	609-269-2023	dvanterpool@atriumstaff.com	Dorian Vanterpool

**RCN Telecom Svc - Princeton NJ
FCC General Recruitment Report - 76.1702(b)(3)
July 15, 2019 through July 14, 2020**

Outreach Efforts	Sponsor	Date	Description
General Outreach - RCN Channels	RCN	Ongoing	RCN runs on it's own system channel general posting encouraging views to review job opportunities on the RCN.COM website.
General Outreach - RCN Employment Ad	EEO Journal	Jan-20	RCN published a general employment advertisement in the EEO Journal to encourage diverse candidate pool to review RCN opportunities - Female Owned Small Business
Employee Referral Program	RCN	Ongoing	RCN Employee Referral Program to incent employees to help identify candidates and support diversity in hiring
Management/ Employee Training - Online Respect in Workplace	RCN	Ongoing	Online training on Sexual Harassment / EEO Training for all newhires
Management / Employee Training - Business Code of Conduct	RCN	Ongoing	Online training on RCN's Business Code of Conduct reviewing RCN policy and Practices for all new hires
Multiple Staffing Agencies Utilized	RCN	Ongoing	To expand our candidate pool at our corporate location we have reached out to a number of local staffing agencies to insure a diverse pool of candidates and hires.
Job Fair (2)	Coast To Coast Career Fair	March 2020 / June 2020	Job Fair in Philadelphia Area to communicate openings in our corporate offices - Postponed due to Covid Panemic
College Job Fair	Rider University	Spring 2020	General College Job Fair - postponed due to Covid Pandemic
Internships / Summer Hires	RCN	July/ August 2019	Hired numerous Interns during 2019 to provide young college students opportunity to get exposure to our industry . Positions in Marketing, Accounting - Did not bring any in summer 2020 due to COVID Pandemic

FCC Annual Recruitment Source Evaluation - 76.1702(b)(4)

**FCC Applicant Source Report - 76.1702(b)(4)
July 15, 2019 through July 14, 2020 - Princeton NJ**

Job Titles of Positions Filled with External Hires	RCN Employee Referral Program			RCN Internal Job Posting			CareerBuilder .com			Monster.com			Indeed.com			RCN.com			Staffing Agencies / Contractor Conversion			Former RCN Employees /Rehire			Professional Referral																			
	A	I	#	A	I	#	A	I	#	A	I	#	A	I	#	A	I	#	A	I	#	A	I	#	A	I	#	A	I	#														
	p	n		p	n		p	n		p	n		p	n		p	n		p	n		p	n		p	n		p	n		p	n												
	#	#	o	#	#	o	#	#	o	#	#	o	#	#	o	#	#	o	#	#	o	#	#	o	#	#	o	#	#	o	#	#	o											
i	r	H	i	r	H	i	r	H	i	r	H	i	r	H	i	r	H	i	r	H	i	r	H	i	r	H	i	r	H	i	r	H	i	r	H	i	r	H						
o	f	a	o	f	a	o	f	a	o	f	a	o	f	a	o	f	a	o	f	a	o	f	a	o	f	a	o	f	a	o	f	a	o	f	a	o	f	a	o	f	a	o	f	a
n	e	w	n	e	w	n	e	w	n	e	w	n	e	w	n	e	w	n	e	w	n	e	w	n	e	w	n	e	w	n	e	w	n	e	w	n	e	w	n	e	w	n	e	w
t	s	s	t	s	s	t	s	s	t	s	s	t	s	s	t	s	s	t	s	s	t	s	s	t	s	s	t	s	s	t	s	s	t	s	s	t	s	s	t	s	s	t	s	s
Sr. Director, Finance	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0														
AP Coordinator 2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	18	8	1	0	0	0	0	0	0	0	0	0														
AP Coordinator 2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	18	8	1	0	0	0	0	0	0	0	0	0														
Payroll Specialist	1	1	0	1	1	0	0	0	0	0	0	0	17	2	0	0	0	0	3	3	1	0	0	0	0	0	0	0	0	0														
Media Account Executive	1	1	1	0	0	0	0	0	0	0	0	0	4	0	0	3	0	0	0	0	0	1	0	0	0	0	0	0	0	0														
AP Coordinator 1	2	2	1	1	0	0	2	0	0	0	0	0	3	0	0	6	0	0	1	0	0	0	0	0	0	0	0	0	0	0														
AP Coordinator 2	0	0	0	0	0	0	1	0	0	0	0	0	19	0	0	1	0	0	0	0	0	1	1	1	0	0	0	0	0	0														
SEO/SEM Manager	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	7	3	1	0	0	0	0	0	0	0	0	0														
Development Systems Engineer	1	1	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0														
Manager Web Operations	0	0	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0														
Email Coordinator	1	0	0	0	0	0	0	0	0	1	0	0	16	0	0	0	0	0	3	3	1	0	0	0	0	0	0	0	0	0														
Totals	7	5	3	2	1	0	3	0	0	1	0	0	62	3	0	11	0	0	51	26	6	2	1	1	0	0	0																	
Job Titles of Positions Filled With Internal Hires																																												
Sr. Director Finance	1	0	0	1	1	1	2	0	0	0	0	0	42	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0														
Sr. Director Finance	0	0	0	2	2	1	0	0	0	0	0	0	13	0	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0														
Director Finance	0	0	0	1	1	1	0	0	0	0	0	0	33	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0														
Manager Email Marketing	0	0	0	1	1	1	0	0	0	0	0	0	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0														
Totals	1	0	0	5	5	4	2	0	0	0	0	0	101	0	0	10	0	0	1	0	0	0	0	0	0	0	0																	
Combined Total	8	5	3	7	6	4	5	0	0	1	0	0	163	3	0	21	0	0	52	26	6	2	1	1	0	0	0																	

Professional Job Board			Bill Board			Linked In			Job Fairs			Word of Mouth			Zip Recruiter .com			Other			Glassdoor.com					
A	I	#	A	I	#	A	I	#	A	I	#	A	I	#	A	I	#	A	I	#	A	I	#	A	I	#
#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#
o	o	H	o	o	H	o	o	H	o	o	H	o	o	H	o	o	H	o	o	H	o	o	H	o	o	H
f	f	i	f	f	i	f	f	i	f	f	i	f	f	i	f	f	i	f	f	i	f	f	i	f	f	i
a	a	r	a	a	r	a	a	r	a	a	r	a	a	r	a	a	r	a	a	r	a	a	r	a	a	r
n	n	e	n	n	e	n	n	e	n	n	e	n	n	e	n	n	e	n	n	e	n	n	e	n	n	e
t	t	r	t	t	r	t	t	r	t	t	r	t	t	r	t	t	r	t	t	r	t	t	r	t	t	r
s	s	e	s	s	e	s	s	e	s	s	e	s	s	e	s	s	e	s	s	e	s	s	e	s	s	e
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
0	0	0	1	0	0	0	0	0	0	0	0	1	1	0	2	0	0	0	0	0	4	0	0			
0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	3	0	0			
1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2	0	0			
0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	1	0	0	0	0	0	2	0	0			
0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
0	0	0	0	0	0	3	1	1	0	0	0	0	0	0	0	0	0	1	0	0	2	0	0			
0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	2	0	0	0	0	0	1	0	0			
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1	0	0	1	0	0	14	1	1	0	0	0	2	1	0	5	0	0	2	0	0	0	0	0			
0	0	0	2	0	0	7	0	0	0	0	0	1	0	0	1	0	0	0	0	0	3	0	0			
0	0	0	0	0	0	5	0	0	0	0	0	0	0	0	4	0	0	1	0	0	1	0	0			
0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0			
0	0	0	0	0	0	7	0	0	0	0	0	0	0	0	0	0	0	1	0	0	5	0	0			
0	0	0	2	0	0	23	0	0	0	0	0	1	0	0	4	0	0	2	0	0	8	0	0			
1	0	0	3	0	0	37	1	1	0	0	0	3	1	0	9	0	0	4	0	0	22	0	0			

FCC Annual Report - Princeton NJ
Source Recruitment Evaluation - 76.1702(b)(4)
July 15, 2019 through July 14, 2020

Referral Type	# of Applicants	# of Interviewees	# of Hires
RCN.com	21	0	0
RCN Employee Referral Program	8	5	3
RCN Internal Job Posting / Application System	7	6	4
Career Builder.Com	5	0	0
Job Fairs	0	0	0
Professional Referral	0	0	0
Unemployment Boards	0	0	0
Staffing Agencies	52	26	6
Linked In	37	1	1
Indeed.com	163	3	0
Monster.com	1	0	0
Word of Mouth	3	1	0
Former Employee / Rehire	2	1	1
Glassdoor.com	22	0	0
Bill Board	3	0	0
Other	4	0	0
Zip Recruiter	9	0	0
Professional Board	1	0	0
	338	43	15



Part I : Employee Job Description - Office & Clerical

RECEPTIONIST / EXECUTIVE ASSISTANT

Summary

This is an entry-level position in the telecommunications industry (company is a top 12 MSO) that blends the coordination/facilitation of marketing administrative projects with visitor interaction to insure that the needs of our visitors and employees are met in a timely, professional and resourceful manner.

We are looking for a highly energized and motivated individual who is able to handle multiple tasks and is detail oriented. This person must possess exceptional follow-up and organizational skills as well as having the ability to meet deadlines.

Job Responsibilities

Receptionist

- Provide consistent coverage at reception desk, including greeting/directing guests, and answering/directing calls on a multi-line phone system
- Provide administrative and project support to marketing and sales management, including research, proofreading, analysis and other activities as assigned
- Assist in preparation of employee ID cards and building access keys
- Process US postal, Federal Express and UPS shipments
- Receive deliveries/maintain log
- Arrange transportation services for guests as requested
- Provide back-up support to administrative staff as requested
- Assist with catering services for meetings as requested
- Maintain various conference room schedules
- Maintain cleanliness and order of reception area, conference rooms and kitchen
- Act as liaison to office equipment vendors
- Order supplies for office staff.
- Other Duties as assigned

Administrative Assistant

- Research, tracking and compilation of competitive activity, pricing, packages, and offers
- Creation of PowerPoint presentations for various uses including Board of Director meetings
- Proficient proofreading, data checking and validation for the department
- Assist with monthly budget accruals, invoicing reconciliation, coding, tracking and updating of marketing budget, liaison with field markets and vendors as needed
- Coordinate executive and team travel
- Coordinate annual and quarterly marketing conferences

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- Coordinating prize/contesting distribution and fulfillment
- Coordinating tracking and compilation of monthly direct mail workbooks with field marketers, database vendors, print vendors and mail houses.
- Resource and Site Management for internal marketing intranet site know as the ROC: Marketing Offer Approval, PR Approval and other sites such as Vimeo and FTP folders- Act as IT/Marketing liaison for maintenance & troubleshooting
- Manage and distribute to appropriate internal departments customer channel requests
- Collect, compile and distribute On Demand coupons to markets so that for customer receives credit on monthly statement
- Administer corporate market-wide list pull requests from the marketing customer database
- Assist with the creation and implementation of On Hold & Bill Message
- Data entry on local SEO listings
- Data compilation to excel and some custom reporting
- Other activities as assigned.

Qualifications:

High School Diploma required
 BA/BS degree strongly preferred
 One year related administrative experience
 Strong verbal and written communication skills
 Excellent organizational skills
 Excellent working knowledge of Microsoft Office (specifically Outlook, Word, Excel and PowerPoint)
 Familiarity with the operations and maintenance of office equipment.
 Strong ability to multi-task

We are proud to be an EEO/AA employer M/F/D/V. We maintain a drug-free workplace and perform pre-employment substance abuse testing

FCC FORM 396C – SUPPLEMENTAL INVESTIGATION SHEET
RCN Corporate Office

PART II: INQUIRES CONCERNING EEO PROGRAM AND PRACTICES

1. Describe the employment unit's efforts to comply with outreach provisions of 47 C.F.R Section 76.75 (b)

During 2019-2020 RCN's corporate office utilized a number of efforts to comply with outreach provisions which include:

- Scheduled to participate in 3 job fairs which were postponed due to COVID Pandemic and have not been rescheduled. The job fairs were scheduled with Coast to Coast and a local Rider University.
- Corporate office ran an employment awareness advertisement as in past years in EEO Journal in January 2020 which is distributed in hardcopy and electronically as well has a presence on Social Media.
- Corporate arranged for General employment ads to be run on the RCN Channel in markets informing customer of job opportunities within our markets and corporate.
- Provided on going management / leadership and soft skills training to corporate management and front line employees through our Learning Management System – Ask Lexi. Additionally all new hires hired during this reporting period are required to take a series of compliance trainings that in addition to providing content on Harassment / Discrimination prevention and process for reporting familiarizes the new employees with content for online training in Ask Lexi.
- During this reporting period the corporate office had summer internships in our corporate Marketing / and Accounting departments. This primarily was during the beginning of this reporting period. The summer 2020 internships were not filled due to the COVID Pandemic and the need to have our office employee's work remotely.
- Community outreach events to promote RCN and corporate citizenship including a Toys for Tots drive, local Support for Plainsboro Food Pantry, ran a donation campaign for American Cancer Society. Again the Pandemic limited our activities in this area from March 2020 on.

3. Name the organizations, media, educational institutions, and other recruitment sources used to attract applicants whenever job vacancies become available.

- Positions are posted on our external rcn.com/ careers job board. Additionally positions are posted to RCN's internal job board for employees to review and apply for opportunities of interest and advancement. Additionally the internal postings assist employees with understanding of positions that are open for participation in our company hiring referral program.
- Employment websites such as: LinkedIn, Glassdoor, Indeed, Monster are utilized. In addition some sites such as CareerBuilder scrape our site and post positions. When we were posting positions on Monster.com during the first part of this reporting period our membership with them also provided automatic posting to Monster's local, diversity and veteran job boards.
- Due to small corporate HR Staff a number of Staffing Agencies as in past years were utilized in providing a broad outreach for candidates across our corporate location – Agencies included : Robert Half , Account

Temps , Ajilon Staffing, Accounting Principles , Profiles, Entech Network Solutions, Creative Circle, Atrium Staffing, Atlas Search, Parker Lynch, Ranstad Staffing, Freidman Williams, Whitecap Search, etc.

- Career Fairs – as earlier stated we purchased participation in two Coast to Coast Recruitment Fairs and local Rider University General Career Fair . All 3 fairs were postponed and currently have not been rescheduled.

7. Describe the level of responsibility of each level of the employment unit's management with respect to application and enforcement of its EEO policy and explain the procedure for review and control of managerial and supervisory performance.

RCN takes numerous steps to ensure that the EEO policy is visible, applied, and enforced.

- Human Resources ensures that all mandated EEO postings/posters are displayed in common office areas.
- RCN's EEO statement is also included in the Employee Handbook. And our Code of Conduct provides the Company's policy around Harassment and Discrimination in the work place and steps employees should take if they themselves feel they have experienced such behavior or have witnessed this unacceptable behavior of others. These documents are available to all employees online on the Company's intranet. All new hires are given a hard copy of these documents and sign an acknowledgment form stating they have received and understand the contents in the Employee Handbook and the Company's Code of Conduct.
- Human Resources has one on one meetings with new Supervisors and Managers to explain the intent of the policy, management's philosophy and individual responsibilities for effective implementation.
- Corporate Management and Human Resources review job descriptions before posting to ensure that job functions are accurate and qualifications are essential and job related.
- Leadership Training is available to all levels of management to set expectations and create consistency. During the first part of this reporting period training was provided in classroom settings. However due to COVID Pandemic training has moved to Virtual or simply through online self-driven programs.
- For staffing, Human Resources along with management reviews applications, screens resumes, and makes a conscious effort to insure a diverse set of candidates are available for the interview process.
- To ensure fairness multiple members of management and Human Resources are involved in the interview process and the selection of candidates to receive the job offer are typically decided upon through consensus of management along with Human Resources review . The hiring process and methods are reviewed to insure fairness and equality is maintained during the hiring process.
- Human Resources periodically reviews hiring patterns and makes recommendations to Management as needed if concerns are uncovered with the prior hiring activities.
- Internal advancement and promotions are also reviewed and approved by Human Resources. Internal candidates for positions are provided opportunity to interview for qualified positions and if not qualified conduct informational interviews with management to get a better understanding of skills and experience needed for positions of interest. On an ongoing basis corporate HR reviews works with management related to staff promotional options to insure employees are being provided the opportunity when appropriate to advance within their position. At a minimum an annual review of all employees and consideration for promotion occurs during the annual increase process which happens in the March / April timeframe.