



November 13, 2019

Mr. Lewis Pulley  
EEO Staff  
Investigations & Hearings Division  
Enforcement Bureau  
Federal Communications Commission  
445 12<sup>th</sup> Street. S.W.  
Washington, DC 20554  
Email: [lewis.pulley@fcc.gov](mailto:lewis.pulley@fcc.gov)

Dear Mr. Pulley:

Enclosed you will find the information you requested for EEO rules for Unit 1599, Massillon Cable TV, Inc. Unit 1599 is for Massillon Cable TV, Inc., which has cable systems in Stark, Summit, Carroll, Columbiana, Jefferson, and Tuscarawas counties of Ohio.

I certify that all materials are accurate and complete. If you have any questions, please feel free to call my office at 330-833-5509.

Sincerely,  


Katherine Gessner  
President

Phone: 330-833-5509  
Fax: 330-833-7522  
Email: [kgessner@MCTVOhio.com](mailto:kgessner@MCTVOhio.com)



Federal Communications Commission  
Washington, D.C. 20554

October 2, 2019

UNIT 1599 STARK, OH  
MASSILLON CABLE TV, INC.  
P.O. BOX 1000  
MASSILLON, OH 44648-1000

Dear Manager:

1. In accordance with 47 CFR § 76.77(d) of the Commission's EEO rules, your employment unit has been randomly selected for an audit of its EEO program. (A copy of section 76.77 and the other rules referred to in this letter are enclosed for your reference.)

2. If your unit is not required under our rules to have an EEO recruitment program due to the size of its full-time workforce because it has fewer than six full-time employees (defined as employees regularly assigned to work 30 hours a week or more), you still must respond to this audit letter. In your response, however, you must provide only a list of the unit's full-time employees, identified only by job title (no names should be provided) and the number of hours each is regularly assigned to work per week, **and a response to question 3(e) below.**

3. **Audit Data Requested.** If the unit employs six or more full-time employees (as defined above), provide the following information in your response to this letter, including an explanation regarding any requested information that you are unable to provide:

(a) The employment unit's most recent EEO program information, described in 47 CFR § 76.1702(b), which should have been placed in the unit's public file by September 30, 2019. If the unit has a website, provide its web address. If the unit's most recent (2019) EEO public file report is not included on or linked to by the website, in violation of 47 CFR § 76.1702(b), provide an explanation of why the report is not so posted or linked to. If the unit does not have its own website, but its corporate site contains a link to a site pertaining to the unit, then the unit's most recent EEO public file report must be linked to either the unit's site or the general corporate site, pursuant to 47 CFR § 76.1702(b).

(b) For each full-time position filled during the period covered by the above EEO program information, or since your acquisition of the unit, if after that period, dated copies of all advertisements, bulletins, letters, faxes, e-mails, or other communications announcing the position, as described in 47 CFR § 76.75(c)(3). However, if you have sent a job notice to multiple sources, you may send us only one copy of each such notice, along with a list of the sources to which you have sent the notice. In addition, indicate in your response whether you retain copies of all notices sent to all sources used, as required by section 76.75(c). Include copies of all job announcements sent to any organization (identified separately from other sources) that has notified the unit that it wants to be notified of unit job openings, as described in 47 CFR § 76.75(b)(1)(ii). Also include the date that each position was filled and the recruitment

source that referred the hire, as described in 47 CFR § 76.75(c)(6).

(c) In accordance with 47 CFR § 76.75(c)(5), the total number of interviewees for each vacancy and the referral source for each interviewee for all full-time unit vacancies filled during the period covered by the above-noted EEO program information.

(d) Documentation demonstrating performance of unit recruitment initiatives described in 47 CFR § 76.75(b)(2) during the time period covered by the above-noted EEO program information, such as participation at job fairs, engaging in mentoring programs, and providing training for staff. Specify the unit personnel involved in each such recruitment initiative. Also, provide the total number of full-time employees of the unit and state whether the population of the market in which the unit is located is 250,000 or more. Based upon these two factors, determine and state whether the unit is required to perform one or two initiatives within a 12-month period, pursuant to 47 CFR § 76.75(b)(2).

(e) Disclose any pending or resolved complaints involving the unit filed during the past five years before any body having competent jurisdiction under federal, state, territorial or local law, alleging unlawful discrimination in the employment practices of the unit on the basis of race, color, religion, national origin, age, or sex. For each such complaint, provide: (1) a brief description of the allegations and issues involved; (2) the name(s) of the complainant and other persons involved; (3) the date of the complaint's filing; (4) the court or agency before which it is pending or was resolved; (5) the file or case number; and (6) the disposition and date thereof or current status. Note that all complaints must be reported, regardless of their status or disposition.

(f) In accordance with 47 CFR § 76.75(f), describe the unit's efforts to analyze its recruitment program to ensure that it is effective in achieving broad outreach and how the unit has addressed any problems found as a result of such analysis.

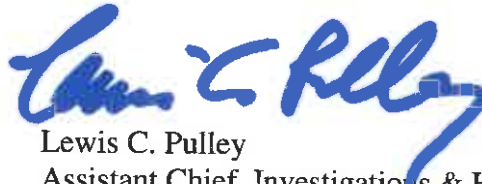
(g) In accordance with 47 CFR § 76.75(g), describe the unit's efforts to analyze its EEO policies and employment practices to examine seniority, promotions, pay, benefits, selection techniques, and tests to ensure that they provide equal opportunity and do not have a discriminatory effect, and if the unit has one or more union agreements, describe how the unit cooperates with each union to ensure EEO policies are followed for the unit's union-member employees and job applicants. Address any problems found as a result of this 47 CFR § 76.75(g) analysis and how the unit has resolved them.

**4. Procedures.** Direct your response to EEO Staff, Investigations & Hearings Division, Enforcement Bureau, Federal Communications Commission, 445 12<sup>th</sup> Street, S.W., Washington, DC 20554. The response must be received by the Commission by November 18, 2019. The accuracy and completeness of the response must be certified to by an authorized officer, partner or other principal of the owner of the unit. The response may be on paper, in the form of a thumb drive, filed in ECFS as a filing for Docket Number 19-279, or sent by e-mail to [lewis.pulley@fcc.gov](mailto:lewis.pulley@fcc.gov). To knowingly and willfully make any false statement or conceal any material fact in response to this audit is punishable by fine or imprisonment (*see* 18 U.S.C. §

1001; see also 47 CFR § 1.17), and/or forfeiture (47 U.S.C. § 503). Absent an extension of time, failure to respond to this audit letter by the above deadline is also punishable by sanctions in accordance with 47 CFR § 76.77(f) and may result in a certification that the unit is not in compliance for 2019 with the Commission's EEO rules. Extensions of time must be requested in writing (or e-mail sent to [lewis.pulley@fcc.gov](mailto:lewis.pulley@fcc.gov)) and will be granted only upon a showing of extraordinary circumstances.

5. In accordance with 47 CFR § 76.79, a copy of this letter and your response will be placed in the Commission's public file for the unit. In addition, if you choose to file your response in ECFS, please note that you will be filing a document into an official FCC proceeding. All information submitted, including names and addresses, will be publicly available online upon filing the information. Accordingly, please do not include personal information in your submission, such as social security numbers, home addresses, or other personally identifiable information. We do not require that units retain such information in their records, or that such information be provided in response to this audit letter. Should you have any questions, please contact the EEO Staff at (202) 418-1450. Thank you for your cooperation.

Sincerely,



Lewis C. Pulley  
Assistant Chief, Investigations & Hearings Division  
Enforcement Bureau

Enclosure

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**CODE OF FEDERAL REGULATIONS  
TITLE 47--TELECOMMUNICATION  
CHAPTER I--FEDERAL  
COMMUNICATIONS COMMISSION  
SUBCHAPTER C--BROADCAST RADIO  
SERVICES  
PART 76--MULTICHANNEL VIDEO AND  
CABLE TELEVISION SERVICE  
SUBPART E--EQUAL EMPLOYMENT  
OPPORTUNITY REQUIREMENTS**

§ 76.71 Scope of application.

(a) The provisions of this subpart shall apply to any corporation, partnership, association, joint-stock company, or trust engaged primarily in the management or operation of any cable system. Cable entities subject to these provisions include those systems defined in § 76.5(a), all satellite master antenna television systems serving 50 or more subscribers, and any multichannel video programming distributor. For purposes of the provisions of this subpart, a multichannel video programming distributor is an entity such as, but not limited to, a cable operator, a multipoint distribution service, a multichannel multipoint distribution service, a direct broadcast satellite service, a television receive-only satellite program distributor, or a video dialtone program service provider, who makes available for purchase, by subscribers or customers, multiple channels of video programming, whether or not a licensee. Multichannel video programming distributors do not include any entity which lacks control over the video programming distributed. For purposes of this subpart, an entity has control over the video programming it distributes, if it selects video programming channels or programs and determines how they are presented for sale to consumers. Notwithstanding the foregoing, the regulations in this subpart are not applicable to the owners or originators (of programs or channels of programming) that distribute six or fewer channels

of commonly-owned video programming over a leased transport facility. For purposes of this subpart, programming services are "commonly-owned" if the same entity holds a majority of the stock (or is a general partner) of each program service.

(b) Employment units. The provisions of this subpart shall apply to cable entities as employment units. Each cable entity may be considered a separate employment unit; however, where two or more cable entities are under common ownership or control and are interrelated in their local management, operation, and utilization of employees, they shall constitute a single employment unit.

(c) Headquarters office. A multiple cable operator shall treat as a separate employment unit each headquarters office to the extent the work of that office is primarily related to the operation of more than one employment unit as described in paragraph (b) of this section.

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§ 76.73 General EEO policy.

(a) Equal opportunity in employment shall be afforded by each cable entity to all qualified persons, and no person shall be discriminated against in employment by such entity because of race, color, religion, national origin, age or sex.

(b) Each employment unit shall establish, maintain, and carry out a positive continuing program of specific practices designed to assure equal opportunity to every aspect of cable system employment policy and practice. Under the terms of its program, an employment unit shall:

(1) Define the responsibility of each level of management to ensure a positive application and vigorous enforcement of its policy of equal opportunity, and establish a procedure to review and control managerial and supervisory performance;

(2) Inform its employees and recognized employee organizations of the positive equal employment opportunity policy and program and enlist their cooperation;

(3) Communicate its equal employment opportunity policy and program and its employment needs to sources of qualified applicants without regard to race, color, religion, national origin, age or sex, and solicit their recruitment assistance on a

continuing basis;

(4) Conduct a continuing program to exclude every form of prejudice or discrimination based upon race, color, religion, national origin, age or sex from its personnel policies and practices and working conditions; and

(5) Conduct a continuing review of job structure and employment practices and adopt 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.

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§ 76.75 Specific EEO program requirements.

Under the terms of its program, an employment unit must:

(a) Disseminate its equal employment opportunity program to job applicants, employees, and those with whom it regularly does business. For example, this requirement may be met by:

(1) Posting notices in the employment unit's office and places of employment informing employees, and applicants for employment, of their equal employment opportunity rights, and their right to notify the Equal Employment Opportunity Commission, the Federal Communications Commission, or other appropriate agency, if they believe they have been discriminated against. Where a significant percentage of employees, employment applicants, or residents of the community of a cable television system of the relevant labor area are Hispanic, such notices should be posted in Spanish and English. Similar use should be made of other languages in such posted equal employment opportunity notices, where appropriate;

(2) Placing a notice in bold type on the employment application informing prospective employees that discrimination because of race, color, religion, national origin, age or sex is prohibited and that they may notify the Equal

Employment Opportunity Commission, the Federal Communications Commission, or other appropriate agency if they believe they have been discriminated against.

(b) Establish, maintain and carry out a positive continuing program of outreach activities designed to ensure equal opportunity and nondiscrimination in employment. The following activities shall be undertaken by each employment unit:

(1) Recruit for every full-time job vacancy in its operation. A job filled by an internal promotion is not considered a vacancy for which recruitment is necessary. Nothing in this section shall be interpreted to require a multichannel video programming distributor to grant preferential treatment to any individual or group based on race, national origin, color, religion, age, or gender.

(i) An employment unit shall use recruitment sources for each vacancy sufficient in its reasonable, good faith judgment to widely disseminate information concerning the vacancy.

(ii) In addition to using such recruitment sources, a multichannel video programming distributor employment unit shall provide notification of each full-time vacancy to any organization that distributes information about employment opportunities to job seekers or refers job seekers to employers, upon request by such organization. To be entitled to notice of vacancies, the requesting organization must provide the multichannel video programming distributor employment unit with its name, mailing address, e-mail address (if applicable), telephone number, and contact person, and identify the category or categories of vacancies of which it requests notice. (An organization may request notice of all vacancies).

(2) Engage in at least two (if the unit has more than ten full-time employees and is not located in a smaller market) or one (if the unit has six to ten full-time employees and/or is located, in whole or in part, in a smaller market) of the following initiatives during each twelve-month period preceding the filing of an EEO program annual report:



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- (i) Participation in at least two job fairs by unit personnel who have substantial responsibility in the making of hiring decisions;
- (ii) Hosting of at least one job fair;
- (iii) Co-sponsoring at least one job fair with organizations in the business and professional community whose membership includes substantial participation of women and minorities;
- (iv) Participation in at least two events sponsored by organizations representing groups present in the community interested in multichannel video programming distributor employment issues, including conventions, career days, workshops, and similar activities;
- (v) Establishment of an internship program designed to assist members of the community in acquiring skills needed for multichannel video programming distributor employment;
- (vi) Participation in job banks, Internet programs, and other programs designed to promote outreach generally (i.e., that are not primarily directed to providing notification of specific job vacancies);
- (vii) Participation in a scholarship program designed to assist students interested in pursuing a career in multichannel video programming communications;
- (viii) Establishment of training programs designed to enable unit personnel to acquire skills that could qualify them for higher level positions;
- (ix) Establishment of a mentoring program for unit personnel;
- (x) Participation in at least two events or programs sponsored by educational institutions relating to career opportunities in multichannel video programming communications;
- (xi) Sponsorship of at least one event in the community designed to inform and educate members of the public as to employment opportunities in multichannel video programming communications;
- (xii) Listing of each upper-level category opening in a job bank or newsletter of media trade groups

whose membership includes substantial participation of women and minorities;

(xiii) Provision of assistance to unaffiliated non-profit entities in the maintenance of web sites that provide counseling on the process of searching for multichannel video programming employment and/or other career development assistance pertinent to multichannel video programming communications;

(xiv) Provision of training to management level personnel as to methods of ensuring equal employment opportunity and preventing discrimination;

(xv) Provision of training to personnel of unaffiliated non-profit organizations interested in multichannel video programming employment opportunities that would enable them to better refer job candidates for multichannel video programming positions;

(xvi) Participation in other activities reasonably calculated by the unit to further the goal of disseminating information as to employment opportunities in multichannel video programming to job candidates who might otherwise be unaware of such opportunities.

(c) Retain records sufficient to document that it has satisfied the requirements of paragraphs (b)(1) and (b)(2) of this section. Such records, which may be maintained in an electronic format, shall be retained for a period of seven years. Such records need not be submitted to the Commission unless specifically requested. The following records shall be maintained:

(1) Listings of all full-time job vacancies filled by the cable employment unit, identified by job title;

(2) For each such vacancy, the recruitment sources utilized to fill the vacancy (including, if applicable, organizations entitled to notification pursuant to paragraph (b)(1)(ii) of this section, which should be separately identified), identified by name, address, contact person, and telephone number;

(3) Dated copies of all advertisements, bulletins, letters, faxes, e-mails, or other communications announcing job vacancies;

(4) Documentation necessary to demonstrate performance of the initiatives required by paragraph (b)(2) of this section, if applicable, including information sufficient to fully disclose the nature of the initiative and the scope of the unit's participation, including the unit personnel involved;

(5) The total number of interviewees for each vacancy and the referral sources for each interviewee; and

(6) The date each vacancy was filled and the recruitment source that referred the hiree.

(d) Undertake to offer promotions of minorities and women in a non-discriminatory fashion to positions of greater responsibility. For example, this requirement may be met by:

(1) Instructing those who make decisions on placement and promotion that minority employees and females are to be considered without discrimination, and that job areas in which there is little or no minority or female representation should be reviewed to determine whether this results from discrimination;

(2) Giving minority groups and female employees equal opportunity for positions which lead to higher positions. Inquiring as to the interest and skills of all lower paid employees with respect to any of the higher paid positions, followed by assistance, counselling, and effective measures to enable employees with interest and potential to qualify themselves for such positions;

(3) Providing opportunity to perform overtime work on a basis that does not discriminate against qualified minority group or female employees.

(e) Encourage minority and female entrepreneurs to conduct business with all parts of its operation. For example, this requirement may be met by:

(1) Recruiting as wide as possible a pool of qualified entrepreneurs from sources such as employee referrals, community groups, contractors, associations, and other sources likely to be representative of minority and female interests.

(f) A multichannel video programming distributor shall analyze its recruitment program on an ongoing basis to ensure that it is effective in achieving broad

outreach, and address any problems found as a result of its analysis.

(g) Analyze on an ongoing basis its efforts to recruit, hire, promote and use services without discrimination on the basis of race, national origin, color, religion, age, or sex and explain any difficulties encountered in implementing its equal employment opportunity program. For example, this requirement may be met by:

(1) Where union agreements exist, cooperating with the union or unions in the development of programs to ensure all persons equal opportunity for employment, and including an effective nondiscrimination clause in new or renegotiated union agreements;

(2) Reviewing seniority practices to ensure that such practices are nondiscriminatory;

(3) Examining rates of pay and fringe benefits for employees having the same duties, and eliminating any inequities based upon race, national origin, color, religion, age, or sex discrimination;

(4) Evaluating the recruitment program to ensure that it is effective in achieving a broad outreach to potential applicants.

(5) Utilizing media for recruitment purposes in a manner that will contain no indication, either explicit or implicit, of a preference for one race, national origin, color, religion, age, or sex over another; and

(6) Avoiding the use of selection techniques or tests that have the effect of discriminating against qualified minority groups or women.

(h) A full-time employee is a permanent employee whose regular work schedule is 30 hours per week or more.

(i) The provisions of paragraphs (b)(1)(ii), (b)(2), (c), and (f) of this section shall not apply to multichannel video programming distributor employment units that have fewer than six full-time employees.

(j) For the purposes of this rule, a smaller market includes metropolitan areas as defined by the Office of Management and Budget with a population of

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fewer than 250,000 persons and areas outside of all metropolitan areas as defined by the Office of Management and Budget.

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§ 76.77 Reporting requirements and enforcement.

(a) EEO program annual reports. Information concerning a unit's compliance with the EEO recruitment requirements shall be filed by each employment unit with six or more full-time employees on FCC Form 396-C on or before September 30 of each year. If a multichannel video programming distributor acquires a unit during the twelve months covered by the EEO program annual report, the recruitment activity in the report shall cover the period starting with the date the entity acquired the unit.

(b) Certification of Compliance. The Commission will use the recruitment information submitted on a unit's EEO program annual report to determine whether the unit is in compliance with the provisions of this subpart. Units found to be in compliance with these rules will receive a Certificate of Compliance. Units found not to be in compliance will receive notice that they are not certified for a given year.

(c) Investigations. The Commission will investigate each unit at least once every five years. Employment units are required to submit supplemental investigation information with their regular EEO program annual reports in the years they are investigated. If an entity acquires a unit during the period covered by the supplemental investigation, the information submitted by the unit

as part of the investigation shall cover the period starting with the date the operator acquired the unit. The supplemental investigation information shall include a copy of the unit's EEO public file report for the preceding year.

(d) Records and inquiries. Employment units subject to this subpart shall maintain records of their recruitment activity in accordance with § 76.75 to demonstrate whether they are in compliance with the EEO rules. Units shall ensure that they maintain records sufficient to verify the accuracy of information provided in their EEO program annual reports and the supplemental investigation responses required by § 76.1702 to be kept in a unit's public file. To determine compliance with the EEO rules, the Commission may conduct inquiries of employment units at random or if the Commission has evidence of a possible violation of the EEO rules. Upon request, employment units shall make records available to the Commission for its review.

(e) Public complaints. The public may file complaints based on EEO program annual reports, supplemental investigation information, or the contents of a unit's public file.

(f) Sanctions and remedies. The Commission may issue appropriate sanctions and remedies for any violation of the EEO rules.

47 C.F.R. § 76.79

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§ 76.79 Records available for public inspection.

A copy of every annual employment report, and any other employment report filed with the Commission, and complaint report that has been filed with the Commission, and copies of all exhibits, letters, and other documents filed as part thereof, all amendments thereto, all correspondence between the cable entity and the Commission pertaining to the reports after they have been filed in all documents incorporated therein by reference, unless specifically exempted from the requirement, are open for public inspection at the offices of the Commission in Washington, D.C.

Note to § 76.59: Cable operators must also comply with the public file requirements § 76.1702.

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MAINTAINED FOR INSPECTION**

§ 76.1702 Equal employment opportunity.

(a) Every employment unit with six or more full-time employees shall maintain for public inspection a file containing copies of all EEO program annual reports filed with the Commission pursuant to § 76.77 and the equal employment opportunity program information described in paragraph (b) of this section. These materials shall be placed in the unit's public inspection file annually by the date that the unit's EEO program annual report is due to be filed and shall be retained for a period of five years. The file shall be maintained at the central office and at every location with six or more full-time employees. A headquarters employment unit file and a file containing a consolidated set of all documents pertaining to the other employment units of a multichannel video programming distributor that operates multiple units shall be maintained at the central office of the headquarters employment unit. The multichannel video programming distributor shall provide reasonable accommodation at these locations for undisturbed inspection of its equal employment opportunity records by members of the public during regular business hours.

(b) The following equal employment opportunity program information shall be included annually in the unit's public file, and on the unit's web site, if it has one, at the time of the filing of its FCC Form 396-C:

(1) A list of all full-time vacancies filled by the multichannel video programming distributor employment unit during the preceding year, identified by job title;

(2) For each such vacancy, the recruitment source(s) utilized to fill the vacancy (including, if applicable, organizations entitled to notification pursuant to § 76.75(b)(1)(ii) of this section, which should be separately identified), identified by name, address, contact person and telephone number;

(3) The recruitment source that referred the hiree for each full-time vacancy during the preceding year;

(4) Data reflecting the total number of persons interviewed for full-time vacancies during the preceding year and the total number of interviewees referred by each recruitment source utilized in connection with such vacancies; and

(5) A list and brief description of the initiatives undertaken pursuant to § 76.75(b)(2) during the preceding year, if applicable.

**Response to October 2, 2019 EEO Audit Letter**  
**Massillon Cable TV, Inc., Stark County, OH**  
**Unit ID No. 1599**

On behalf of Massillon Cable TV, Inc., Stark County, OH, Unit ID No. 1599, the following responds to the Public Notice of October 16, 2019 ("Audit Notice") identifying the aforementioned employment unit as being randomly selected for audit of its EEO Program.

The following addresses each request for information in the order set out in the Audit Notice:

Response to 3(a):

A copy of the most recent EEO public file report for Stark County, OH is attached as Exhibit A. During the 2018-2019 period there were nine (9) full-time positions filled. Each position filled is referenced in Exhibit A, which includes (1) a list of all full-time vacancies filled during the 2018-2019 period, identified by job title; (2) for each vacancy, the recruitment sources used to fill the vacancy (identified as the EEO Contacts 1 and 2); (3) the recruitment source that referred the hiree for each vacancy; (4) the total number of persons interviewed for full-time vacancies and the total number of interviewees referred by each recruitment source used in connection with the vacancies; and (5) a list of the initiatives taken during the 2018-2019 period.

The unit maintains a website at [www.MCTVOhio.com](http://www.MCTVOhio.com). The most recent EEO public file report is linked on our website at [www.MCTVOhio.com/eeofilings](http://www.MCTVOhio.com/eeofilings).

Response to 3(b):

Exhibit B contains a copy of dated job notices used to fill the full-time Customer Service Representative position filled on September 17, 2018, referred by current employee; the Installation & Repair Technician position filled on October 1, 2018 and referred by MCTV website posting; the three (3) Installation & Repair Technician positions filled on May 6, 2019, May 2, 2019, and June 3, 2019 all referred by the MCTV website job posting; the Customer Care Coach position filled on July 22, 2019 referred by the MCTV website job posting; and the three (3) Installation & Repair Technician positions filled on August 12, 2019, September 3, 2019 and September 11, 2019 referred by the MCTV website job posting. Exhibit B also contains the lists of sources that received the job notices identified as EEO Contacts 1 and 2.

MCTV retains a copy of all job announcements sent to any organization. No organizations requested to be notified by MCTV of our job openings.

Response to 3(c):

The following provides the total number of interviewees for each vacancy and the referral source for each interviewee for all positions filled during the 2018-2019 EEO period:

- Customer Service Representative (1), hired September 17, 2019
  - Referral Sources
    - Employee Referral – 1 interview\*
    - MCTV Website Referral – 1 interview

- Stark Jobs Referral – 1 interview
- Installation & Repair Technician (1), hired October 1, 2018
  - Referral Sources
    - Job Fair – 1 interview
    - MCTV Website Referral and Walk-ins – 4 interviews\*
    - CareerBoard – 1 interview
- Installation & Repair Technician (3), hired May 6, 2019, May 2, 2019 and June 3, 2019
  - Referral Sources
    - Website & Walk-in – 4 interviews\*
- Customer Care Coach (1), hired July 22, 2019
  - Referral Sources
    - Internal Candidates – 9 interviews
    - Website & Walk-in – 1 interview\*
    - LinkedIn – 1 interview
- Installation & Repair Technicians (3), hired August 12, 2019, September 3, 2019 and September 11, 2019
  - Referral Sources
    - Website & Walk-in – 6 interviews\*

\*Referral Source that referred the hiree.

Response to 3(d):

The employment unit performed a total of three recruitment initiative during the 2018-2019 EEO period with the following staff. The total number of full-time employees in the employment unit is: 126. According to the 2019 U.S. Census, Stark County has a population of 375,586 people. Copies of materials relating to the Prong III activities are attached as Exhibit C.

- The City of Champions Job Fair, Massillon Ohio, October 3, 2018
  - Attended by: Pam Grissom and Mona Nowling who both work with the HR department on hiring decisions.
  - Points: 0.5
- StarkJobs.com Fall Job Fair, North Canton, Ohio, October 17, 2018
  - Attended by: Steve Bushman, HR Manager and Emmanuel Brantley, assistant to the HR Manager
  - Points: 0.5
- 2019 Greater Stark County Career Expo, Media and Technology Sections, Canton, Ohio, April 2-3, 2019
  - Attended by: Steve Bushman, HR Manager and Emmanuel Brantley, assistant to the HR
  - Points: 1.00
- Creation of Job Shadow Program in 2019
  - Headed by: Steve Bushman, HR Manager
  - Points: 1.00

Response to 3(e):

There have been no pending or resolved complaints involving the EEO Unit filed during the past five years before any body of competent jurisdiction under federal, state, territorial or local law, alleging unlawful discrimination in the employment practices of the EEO Unit on the basis of race, color, religion, national origin, age, or sex.

Response to 3(f):

Massillon Cable TV, Inc. utilizes a number of different tools to analyze its recruitment program to ensure that it is effective in achieving broad outreach. Dissemination occurs in every reasonable area. A checklist for vacancies was developed that is followed whenever there is an open position.

When a vacancy becomes available, it is posted on bulletin boards on the premises. Systematic contacts are maintained with minority and female recruitment sources in the area. They are also notified when a vacancy is open and they are encouraged to refer applicants to us. Ads for vacancies are placed in the local newspapers, various online sources, and our website.

As resumes are received, it is noted how each applicant become aware of the vacancy. Then when applicants are selected for interviews, the referring source is already known. After the vacancy is filled, a final tally is made that shows how many applied for the position, how many were interviewed, and which source referred them to the vacancy.

Massillon Cable TV, Inc. always has excellent results due to outreach and dissemination in filing positions. The EEO contacts and advertising is so widespread that everyone is aware of any position available with us. The applicants that are interviewed and are then selected for the positions are almost always filled by an applicant referred from an EEO contact or an online source. And, if this is not the case, the position is filled by someone who was referred by an employee, which again, was made aware of the vacancy in the procedures mentioned in the previous paragraphs. This is how Massillon Cable TV, Inc. is effective in achieving broad outreach.

Response to 3(g):

Massillon Cable TV Inc.'s efforts to analyze its EEO policies and employment practices to examine seniority, promotions, pay, benefits, selection techniques, and tests to ensure that we provide equal opportunity and do not have a discriminatory effect have been quite fruitful. Our president meets weekly with the individual managers. There are also monthly meetings that all managers and the president attend to discuss and review various topics.

During both types of meetings, rates of pay and fringe benefits for employees having the same duties are discussed and examined. Seniority, promotions, and selection techniques are also reviewed. By meeting weekly, potential issues, if any, come to light very quickly and any inequities are eliminated based upon race, national origin, color, religion, age, or sex discrimination.

Another area of analyses takes place after each vacancy is filled. The results of how all of the applicants became aware of the vacancy are tallied. This gives a quick and concise measurement of how effective our outreach is to potential applicants. Each analysis always indicates that, by the number of total applicants and the large number of applicants from referring sources, our broad outreach is effective.



The media is also used for recruitment purposes. It is used in a manner that does not contain any indication, either explicit or implicit, of a preference for one race, national origin, color, religion, age, or sex over another. To ensure this, all ads in newspapers, websites, or television contain the phrase, "Equal Opportunity Employer." Nothing indicates a preference of any type of person over another. Both sexes have responded to all vacancies available, which reinforces that Massillon Cable TV, Inc. does not indicate a preference of one type of person over another.

Massillon Cable TV, Inc. does not have a union agreement.

# Exhibit A

# Federal Communications Commission CDBS Electronic Filing System

---

Account number: 605120

FCC 396-C -- Multi-Channel Video Program Distributor EEO Program Annual Report  
Description: FCC 396-C

**No validation errors were found**

[Return to Main Menu](#)

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*FCC - Federal Communications Commission -- Thu Sep 19 11:50:27 EDT 2019*

*System Status*

# Federal Communications Commission

**FCC MB - CDBS Electronic Filing**

**Account number: 605120**

**Description: FCC 396-C**

**Application Reference Number: 20190919AAU**

**Successfully filed at Sep 19 2019 11:52AM**

**Based on the information supplied, no fee is required.**

[Menu](#)

[Logout](#)

Federal Communications Commission Washington, D.C. 20554  <p style="text-align: center;"><b>FCC 396-C</b></p>	OMB 3060-1033 September 2003	FOR FCC USE ONLY
<b>Multi-Channel Video Program Distributor EEO Program                  Annual Report</b>		FOR COMMISSION USE ONLY FILE NO. - 20190919AAU
Read INSTRUCTIONS Before Filling Out Form		

**SECTION I IDENTIFYING INFORMATION**

A. Name of Operator:  
 MASSILLON CABLE TV, INC.

MSO Name:  
 MASSILLON CABLE TV INC

B. Employment Unit's Mailing Address  
 PO BOX 1000

City MASSILLON	State OH	Zip Code 44648-1000
-------------------	-------------	------------------------

FCC Registration Number:  
 0005283221

Emp. Unit ID # 1599

**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  
 STARK COUNTY, OH

D. Category of Respondent (check applicable box)

<input type="checkbox"/>	Fewer than six (6) full-time employees during the selected payroll period: Complete Sections I, II and V
<input checked="" type="checkbox"/>	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) 08/18/19-08/31/19

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:
- A. By the individual owning the reporting system if individually owned;
  - B. By a partner, if a partnership; or
  - C. 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 ACCOUNTANT
Date 9/19/2019	Name of Respondent PAM GRISSOM
Telephone No. (include area code) 3308334818	

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).

**Exhibits**

# EEO Contacts1

First	LAST	Company
Sarah	Sprunger	Wayne County Schools Career Center
Sarah	Jaime	Mancan
Melody	Pons	Employ-Temps
		College of Wooster
		University of Akron
Chris	Paveloi	Kent State University Stark Campus
		Ashland University
Michael	Chastain	Ohio Department of Job and Family Services
		Massillon Chamber of Commerce
Mike	Bailway	The Reserves Network
		Malone University
Kathleen	Spicer	Washington High School
Kelly	Jordan	Opportunities for Ohioans with Disabilities
Kellie	Mick	Robert Half
Jacob	Snyder	Brown Mackie College
Irene	Marts	Flex-Team
		Walsh University
		Stark State College
Danielle	Hayden	Flex-Team
Deb	Betro	Snelling Staffing Services
Donald	Cross	Career Board
Cody	Robinson	Office Team
Bethany	Wlotzko	Fortis College
Brandon	Taylor	FortisureIT
Adam	Shaffer	iforce
Jim	Shelton	Management Recruiter
John	Elvin	Buckeye Career Center
Ashley	Harding	Enterprise Staffing Group
Marijean	Benedik	ITT Technical Institute
Amanda	Patterson	Superior Staffing

First	Last	Company
Jon	Roethlisberger	EEO/MBE Director, City of Massillon
Chandra	Bryant	CTCC, Inc.
Valery	Paris	RG Drage Stark Jobs
Andrea	Franks	Ohio Rehabilitation Services Commission
Joe	Cush	Kelly Services
Kristen	Schenk	The Employment Source



CSR, September 2018

Number of resumes received – 45

- Stark Jobs – 19
- Employee Referrals – 3
- Website & Walk-ins – 21
- Careerboard – 2

Number of people who had one interview – 3

- Employee Referrals – 1
- Website & Walk-ins – 1
- Stark Jobs – 1

Number of people we hired – 1

- Employee Referrals – 1

Installation & Repair Technician, October 2018

Number of resumes received – 20

- Stark Jobs – 3
- Job Fairs – 3
- Website & Walk-ins – 12
- Careerboard – 2

Number of people who had one interview – 6

- Job Fairs – 1
- Website & Walk-ins – 4
- Careerboard – 1

Number of people who had a second interview – 1

- Website & Walk-ins – 1

Number of people we hired – 1

- Website & Walk-ins – 1

## Installation & Repair Technician May/June 2019

Number of resumes received – 16

- Careerboard – 2
- Stark Jobs – 1
- Website & Walk-ins – 13

Number of people who had one interview – 4

- Website & Walk-ins – 4

Number of people how had second interview – 3

- Website & Walk-ins – 3

Number of people we hired – 3

- Website & Walk-ins – 3

## Customer Care Coach July 2019

Number of resumes received – 46

- Internal Candidates – 9
- LinkedIn – 15
- Website & Walk-ins – 22

Number of people who had one interview – 11

- Website & Walk-ins – 1
- Internal Candidates – 9
- LinkedIn – 1

Number of people how had second interview – 4

- Website & Walk-ins – 1
- Internal Candidates – 2
- LinkedIn – 1

Number of people we hired – 1

- Website & Walk-ins – 1

Installation & Repair Technician August 2019

Number of resumes received – 33

- Stark Jobs – 3
- Website & Walk-ins – 30

Number of people who had one interview – 6

- Website & Walk-ins – 6

Number of people how had second interview – 3

- Website & Walk-ins – 63

Number of people we hired – 3

- Website & Walk-ins – 3

### 2018-2019 Recruitment Initiatives

During the 2018-2019 EEO period, Massillon engaged in the following initiatives:

Human resources representatives from Massillon who have substantial responsibility in the making of hiring decisions participated in two job fairs: (1) The City of Champions Job Fair – Massillon, Ohio, October 3, 2018; and (2) the StarkJobs.com Fall Job Fair – North Canton, Ohio, October 17, 2018; and (3) the 2019 Greater Stark County Career Expo – Canton, Ohio.

MCTV participated in a career expo for senior career tech students from Stark County career tech centers that was, in part, focused on careers in the media industry.

This past year, MCTV also began a job shadowing program designed to introduce MCTV employees to skills that could help with promotion from within the company.

# Exhibit B

# EEO Contacts2

First	Last	Company	Email
Joe	Cush	Stark Jobs	
Andrea	Franks	Kelly Services	
Kristen	Schenk	Ohio Rehabilitation Services Co	
Ashley	Harding	The Employment Source	
Jim	Shelton	Enterprise Staffing Group	
Valery	Paris	Management Recruiter	
Marijean	Benedik	RG Drage	
John	Elvin	ITT Technical Institute	
Jon	Roethlisberger	Buckeye Career Center	
Amanda	Patterson	EEO/MBE Director, City of Massil	
Chandra	Bryant	Superior Staffing	
Adam	Shaffer	CTCC, Inc.	
Brandon	Taylor	iforce	ashaffer@iforceservices.com
Bethany	Wlotzko	FortisureIT	brandon.taylor@fortisureit.com
Cody	Robinson	Fortis College	BWlotzko@FortisCollege.edu
Donald	Cross	Office Team	cody.robinson@officeteam.com
Deb	Betro	Career Board	dcross@careerboard.com
Danielle	Hayden	Snelling Staffing Services	debbetro@neo.rr.com
		Flex-Team	dhayden@flexteaminc.com
		Stark State College	ID: [REDACTED] pass: [REDACTED]
		Walsh University	ID: [REDACTED] pass: [REDACTED]
Irene	Marts	Flex-Team	imarts@flexteaminc.com



First	Last	Company	Email
Jacob	Snyder	Brown Mackie College	jsnyder@brownmackie.edu
Kellie	Mick	Robert Half	kellie.mick@roberthalf.com
Kelly	Jordan	Opportunities for Ohioans with Washington High School	kelly.jordan@ood.ohio.gov
Kathleen	Spicer	Malone University	kspicer@massillonschools.org
Mike	Ballway	The Reserves Network	MAL023 pass: [REDACTED] MBallway@trnstaffing.com
Michael	Chastain	Massillon Chamber of Commerce	Member - 1242, Login [REDACTED], pass - [REDACTED]
		Ohio Department of Job and Fa	Michael.Chastain@jfs.ohio.gov
Chris	Paveloi	Ashland University	mnowling@MCTVOhio.com
		Kent State University Stark Cam	mnowling@MCTVOhio.com
		University of Akron	mnowling@MCTVOhio.com MCTVUA pass: [REDACTED]
Melody	Pons	College of Wooster	mnowling@MCTVOhio.com pass: [REDACTED]
Sarah	Jaime	Employ-Temps	mpons@employtemps.com
Sarah	Sprunger	Mancan	sjaime@mancan.com
		Wayne County Schools Career C	ssprunger@wcsc.org

## Pam Grissom

---

**From:** Steve Bushman <sbushman@mctvohio.com> on behalf of Steve Bushman  
**Sent:** Friday, August 3, 2018 10:55 AM  
**To:** Pam Grissom (pgrissom@mctvohio.com);Mona Nowling;Abby Baker  
**Subject:** Customer Service Representative - posting  
**Attachments:** Customer Service Representative.docx

Hello all,  
Please post and distribute to the normal sources.

Lisa, would you please post in Wooster? I will post on the boards in Massillon.

Thanks,  
Steve

Steve Bushman  
Human Resources

MCTV  
814 Cable Court NW  
Massillon, Ohio 44647

Office (330) 809-6450

## **Mona Nowling**

---

**From:** Mona Nowling [mailto:mnowling@mctvohio.com]  
**Sent:** Friday, August 3, 2018 12:49 PM  
**To:** Mona Nowling  
**Subject:** MCTV Job Opening  
**Attachments:** Customer Service Representative 8-24-18.docx

Good afternoon -

MCTV is currently seeking to fill a position in the Stark County location – Customer Service Representative. I have attached a description of the job and the qualifications that the successful applicants must have.

If you know of any qualified applicants, please ask them to email their resume to [jobopenings@MCTVOhio.com](mailto:jobopenings@MCTVOhio.com) or deliver a resume to my attention at MCTV, 814 Cable Court NW, Box 1000, Massillon, OH 44648-1000. They can also go to our website, [www.MCTVOhio.com](http://www.MCTVOhio.com), and click on Careers to view the position and submit a resume electronically.

If this email should be directed to someone else, please pass it on and have them notify me of the change for future mailings.

Sincerely,

Mona



**Mona Nowling**  
Executive Assistant

330.833.5500 (or 330.833.7527 if)  
[mnowling@mctvohio.com](mailto:mnowling@mctvohio.com) | [www.MCTVOhio.com](http://www.MCTVOhio.com)  
814 Cable Court NW | Massillon, Ohio 44647

## Pam Grissom

---

**From:** Pam Grissom <pgrissom@MCTVOhio.com> on behalf of Pam Grissom  
**Sent:** Friday, August 3, 2018 12:43 PM  
**To:** Jamie Whitacre  
**Subject:** New Posting  
**Attachments:** EEO Customer Service Representative 8-24-2018.docx

Hi Jamie!

Attached is a new job for you to post. Please run it until Friday, August 24 and use [jobopenings@MCTVOhio](mailto:jobopenings@MCTVOhio.com). Have a great Friday and weekend!

Thank you!

Pam

—  
Pam Grissom  
Accountant/HR  
MCTV  
Phone 330-833-4818  
Fax 330-833-7522

## Pam Grissom

---

**From:** Pam Grissom <pgrissom@MCTVOhio.com> on behalf of Pam Grissom  
**Sent:** Friday, August 3, 2018 12:46 PM  
**To:** Miller, Andrea  
**Subject:** Job Opening

Hi Andrea!

We have a new opening for you to post.

**MCTV is looking for a Customer Service Representative for Stark County. Go to [www.MCTVOhio.com/careers](http://www.MCTVOhio.com/careers) for details.**

Please run it on Wednesday, August 8 and Sunday, August 12 and take it off line on August 24.

Thanks for your help - have a nice weekend!

Pam

--  
Pam Grissom  
Accountant/HR  
MCTV  
Phone 330-833-4818  
Fax 330-833-7522

## Pam Grissom

---

**From:** Abby Baker <abaker@mctvohio.com> on behalf of Abby Baker  
**Sent:** Friday, August 3, 2018 1:56 PM  
**To:** Steve Bushman; Pam Grissom (pgrissom@mctvohio.com); Mona Nowling  
**Subject:** RE: Customer Service Representative - posting

Hi all,

This has been added to the website. Let me know if you need anything else!

<https://www.mctvohio.com/customer-service-representative>

Thanks!

Abby Baker  
[ABaker@MCTVOhio.com](mailto:ABaker@MCTVOhio.com)  
330-833-4134 x 189

---

**From:** Steve Bushman  
**Sent:** Friday, August 3, 2018 10:55 AM  
**To:** Pam Grissom (pgrissom@mctvohio.com) <pgrissom@mctvohio.com>; Mona Nowling <mnowling@mctvohio.com>; Abby Baker <abaker@mctvohio.com>  
**Subject:** Customer Service Representative - posting

Hello all,  
Please post and distribute to the normal sources.

Lisa, would you please post in Wooster? I will post on the boards in Massillon.

Thanks,  
Steve

Steve Bushman  
Human Resources

MCTV  
814 Cable Court NW  
Massillon, Ohio 44647

Office (330) 809-6450

## Pam Grissom

---

**From:** Miller, Andrea <andrea.miller@cantonrep.com> on behalf of Miller, Andrea  
**Sent:** Friday, August 3, 2018 3:00 PM  
**To:** Pam Grissom  
**Subject:** Re: Job Opening  
**Attachments:** Massillon Proof.pdf

Hi Pam --

Attached is the proof for the ad. The cost is \$412.50.  
You are all set. Thanks! Andrea

On Fri, Aug 3, 2018 at 12:45 PM, Pam Grissom <pgrissom@mctvohio.com> wrote:  
Hi Andrea!

We have a new opening for you to post.

**MCTV is looking for a Customer Service Representative for Stark County. Go to [www.MCTVOhio.com/careers](http://www.MCTVOhio.com/careers) for details.**

Please run it on Wednesday, August 8 and Sunday, August 12 and take it off line on August 24.

Thanks for your help - have a nice weekend!  
Pam

--  
Pam Grissom  
Accountant/HR  
MCTV  
Phone 330-833-4818  
Fax 330-833-7522

--  
Andrea R. Miller  
GateHouse Ohio  
330-580-8522

\*This message may contain confidential and/or privileged information. If you are not the intended recipient or authorized to receive this for the intended recipient, you must not use, copy, disclose or take any action based on this message or any information herein. If you have received this message in error, please advise the sender immediately by sending a reply e-mail and delete this message. Thank you for your cooperation.\*

This message may contain confidential and/or privileged information. If you are not the intended recipient or authorized to receive this for the intended recipient, you must not use, copy, disclose or take any action based on this message or any information herein. If you have received this message in error, please advise the sender immediately by sending a reply e-mail and delete this message. Thank you for your cooperation.

## Customer Service/Technical Support Representative

Reports to: Customer Service Manager

Department: Customer Service

Location: Massillon, Ohio

Type of Position: Full-time

Hours: Evenings and Weekends

Compensation: Hourly (based on experience)

Submission Deadline: August 24, 2018



### About MCTV

MCTV “goes the extra smile” for its customers, adding high-touch service to high-tech telecommunications. Since 1965, MCTV’s 170 local employees have been serving their neighbors with a full complement of advanced broadband products including High-Speed Internet, Digital TV, residential and commercial phone, television advertising, dedicated fiber optic connections and security systems. More than 47,000 homes and businesses in Stark, Wayne, Summit, Holmes and Tuscarawas Counties rely on MCTV for their telecommunications needs.

### Description

Responsible for managing incoming calls and customer inquiries; generating sales leads that develop into new customers; identifying and assessing customers’ needs to achieve satisfaction.

### Essential Duties and Responsibilities

In this role, the Customer Service/Technical Support Representative has primary responsibility to:

- Sell MCTV services – Internet, cable television, phone, and security packages
- Be able to work with telephone system, computer network, and common office equipment
- Answer customer questions regarding billing, TV services, including set-top boxes, common computer/cable modem questions, telephone service issues and display proper phone etiquette
- Communicate clearly to customers through active listening, answering questions accurately and completely, resolve problems with one phone call

The Customer Service/Technical Support Representative must successfully complete the training process to show:

- Thorough understanding of MCTV’s billing system to access customer and unit inquiries, account balances, and work order and service call creation
- Thorough understanding of the Customer Service Information Center (CSIC) to access SuperVision, system maps, service call history, statements and campaigns
- Thorough knowledge of troubleshooting techniques for customers’ cable television, Internet, and telephone issues

### Qualifications

- Must submit to successfully complete background check and drug test
- High School Diploma or GED required
- Previous sales experience preferred
- Previous employment as Customer Service/Technical Support Representative preferred
- Excellent verbal skills
- Technical knowledge of computers, email and Internet preferred

### Diverse Workforce / EEO

MCTV recognizes and strongly supports the benefits of a diverse workforce, and strives to provide a culture that recognizes the unique contributions of each of our employees. MCTV requires a drug test, background check,



employment and education verification as conditions of employment. MCTV is an equal opportunity employer and will consider all qualified candidates regardless of race, color, religion, national origin, gender, age, marital status, veteran status, and the presence of a non- job related handicap or disability, or any other legally protected status.

To Apply

Interested candidates may send completed application or cover letter and resume to [jobopenings@MCTVOhio.com](mailto:jobopenings@MCTVOhio.com) (please include job title in your email), or to the following address:

MCTV  
P.O. Box 1000  
Massillon, Ohio 44648-1000

Benefits include medical, vision, dental, life insurance, profit sharing, holiday and vacation time.

## Pam Grissom

---

**From:** Steve Bushman <sbushman@mctvohio.com> on behalf of Steve Bushman  
**Sent:** Wednesday, August 29, 2018 2:14 PM  
**To:** Mona Nowling; Abby Baker; Lisa Caldron (lcaldrone@mctvohio.com); Pam Grissom (pgrissom@mctvohio.com)  
**Subject:** Installation Repair Technician posting  
**Attachments:** Installation Repair Technician.docx

Hello all,

Please post this position in the usual places.

Lisa, please hang on the boards in Wooster. I will hang on the boards in Massillon.

Thanks,  
Steve

Steve Bushman  
Human Resources

MCTV  
814 Cable Court NW  
Massillon, Ohio 44647

Office (330) 809-6450

## **Mona Nowling**

---

**From:** Mona Nowling [mailto:mnowling@mctvohio.com]

**Sent:** Thursday, August 30, 2018 1:42 PM

**To:** Mona Nowling

**Subject:** MCTV Job Opening

**Attachments:** Installation Repair Technician 9-21-18.docx

Good afternoon –

MCTV is currently seeking to fill a position in the Stark County location – Installation and Repair Technician. I have enclosed a description of the job and the qualifications that the successful applicants must have.

If you know of any qualified applicants, please ask them to email their resume to [jobopenings@MCTVOhio.com](mailto:jobopenings@MCTVOhio.com) or deliver a resume to my attention at MCTV, 814 Cable Court NW, Box 1000, Massillon, OH 44648-1000. They can also go to our website, [www.MCTVOhio.com](http://www.MCTVOhio.com), and click on Careers to view the position and submit a resume electronically.

If this letter should be directed to someone else, please pass it on and have them notify me of the change for future mailings.

Sincerely,

Mona



**Mona Nowling**  
Executive Assistant

330.833.5500 (or 330.833.7527 if)  
[mnowling@mctvohio.com](mailto:mnowling@mctvohio.com) | [www.MCTVOhio.com](http://www.MCTVOhio.com)  
814 Cable Court NW | Massillon, Ohio 44647

## Pam Grissom

---

**From:** Mona Nowling <mnowling@mctvohio.com> on behalf of Mona Nowling  
**Sent:** Thursday, August 30, 2018 9:16 AM  
**To:** csic@sssnet.com  
**Subject:** Mass Mail - MCTV Job Opening

From: Mona Nowling  
Subject: MCTV Job Opening

---

Installation & Repair Technician  
Reports to: Installation and Repair Supervisor  
Department: Installation and Repair  
Location: Massillon, Ohio  
Type of Position: Full-time  
Hours: Evenings and Weekends, 1PM to 10PM  
Compensation: based on experience and skill level  
Posting Period: through September 21, 2018

### Description

Responsible for installation and repair of all services including internet, TV and phone. The I/R Technician must be able to troubleshoot technical issues related to all services. The work for this position may be scheduled appointments, on-going tasks, or unplanned.

### Essential Duties and Responsibilities

In this role, the Installation & Repair Technician (I/R Technician) has primary responsibility to:

- . Perform installations for converters, high speed data and digital telephone
- . Perform disconnects, reconnects, theft checks, traps and audits
- . Understand and communicate the function of RF wire routing, telephone wire routing, RG and twisted pair wiring, converters, remote controls, digital telephone MTA's and high-speed data modems
- . Follow proper procedure for installation from internal/external house to tap
- . Trouble shooting company and customer equipment from tap to home
- . Reading and understanding maps and RF layout
- . Willingness to learn additional skills and work with Plant Maintenance to locate and repair fiber breaks, distribution and signal problems

The Installation & Repair Technician must successfully utilize the following tools/equipment in order to complete their responsibilities:

- . Basic tools such as hammer, saw, screwdriver and pliers, drills, saws, impact drivers
- . Meters, PCs, Tablets, cell/smart phone other testing equipment
- . Physical requirements - Carry and setup ladder, Lift 80+ pounds, be able to work at heights of 30+ feet, perform duties outdoors in any type of weather, working in tight spaces with various temperatures (crawl space, attic, etc.)

### Qualifications

- . Must have a valid driver's license
- . Must successfully complete background check and drug test
- . High School Diploma or GED required
- . Previous cable/telecommunications or related experience preferred
- . Demonstrated knowledge of using meters and testing equipment is preferred
- . Previous experience and willingness to learn a variety of telecommunications processes is preferred

## Pam Grissom

---

**From:** Pam Grissom <pgrissom@MCTVOhio.com> on behalf of Pam Grissom  
**Sent:** Thursday, August 30, 2018 9:30 AM  
**To:** Jamie Whitacre  
**Subject:** Fwd: New Posting  
**Attachments:** EEO Installation Repair Technician 9-21-18.docx

Hi Jamie!

Attached is a new job for you to post. Please run it until Friday, September 24 and use jobopenings@MCTVOhio. Have a great day!

Thank you!

Pam

—  
Pam Grissom  
Accountant/HR  
MCTV  
Phone 330-833-4818  
Fax 330-833-7522

## Pam Grissom

---

**From:** Pam Grissom <pgrissom@MCTVOhio.com> on behalf of Pam Grissom  
**Sent:** Thursday, August 30, 2018 9:35 AM  
**To:** Miller, Andrea  
**Subject:** Job Opening

Hi Andrea!

We have a new opening for you to post.

**MCTV is looking for an Installation Repair Technician for Stark County. Go to [www.MCTVOhio.com/careers](http://www.MCTVOhio.com/careers) for details.**

Please run it on Wednesday, September 5 and Sunday, September 9 and take it off line on September 21.

Thanks for your help - have a great day!

Pam

--

Pam Grissom  
Accountant/HR  
MCTV  
Phone 330-833-4818  
Fax 330-833-7522

## Pam Grissom

---

**From:** Miller, Andrea <andrea.miller@cantonrep.com> on behalf of Miller, Andrea  
**Sent:** Friday, August 31, 2018 11:16 AM  
**To:** Pam Grissom  
**Subject:** Re: Job Opening  
**Attachments:** Massillon Cable Proof.pdf

Good Morning--

I am sorry for the delayed response- I was out of the office yesterday.  
Attached is the proof for the ad. The cost is \$412.50.  
Please confirm. Thanks! Andrea

On Thu, Aug 30, 2018 at 9:35 AM, Pam Grissom <pgrissom@mctvohio.com> wrote:  
Hi Andrea!

We have a new opening for you to post.

**MCTV is looking for an Installation Repair Technician for Stark County. Go to [www.MCTVOhio.com/careers](http://www.MCTVOhio.com/careers) for details.**

Please run it on Wednesday, September 5 and Sunday, September 9 and take it off line on September 21.

Thanks for your help - have a great day!

Pam

---  
Pam Grissom  
Accountant/HR  
MCTV  
Phone 330-833-4818  
Fax 330-833-7522

--  
Andrea R. Miller  
GateHouse Ohio  
330-580-8522

\*This message may contain confidential and/or privileged information. If you are not the intended recipient or authorized to receive this for the intended recipient, you must not use, copy, disclose or take any action based on this message or any information herein. If you have received this message in error, please advise the sender immediately by sending a reply e-mail and delete this message. Thank you for your cooperation.\*

This message may contain confidential and/or privileged information. If you are not the intended recipient or authorized to receive this for the intended recipient, you must not use, copy, disclose or take any action based on this message or any information herein. If you have received this message in error, please advise the sender immediately by sending a reply e-mail and delete this message. Thank you for your cooperation.

## Installation & Repair Technician



Reports to: Installation and Repair Supervisor  
Department: Installation and Repair

Location: Massillon, Ohio

Type of Position: Full-time

Hours: Evenings and Weekends, 1PM to 10PM

Compensation: based on experience and skill level

Posting Period: through September 21, 2018

### Description

Responsible for installation and repair of all services including internet, TV and phone. The I/R Technician must be able to troubleshoot technical issues related to all services. The work for this position may be scheduled appointments, on-going tasks, or unplanned.

### Essential Duties and Responsibilities

In this role, the Installation & Repair Technician (I/R Technician) has primary responsibility to:

- Perform installations for converters, high speed data and digital telephone
- Perform disconnects, reconnects, theft checks, traps and audits
- Understand and communicate the function of RF wire routing, telephone wire routing, RG and twisted pair wiring, converters, remote controls, digital telephone MTA's and high-speed data modems
- Follow proper procedure for installation from internal/external house to tap
- Trouble shooting company and customer equipment from tap to home
- Reading and understanding maps and RF layout
- Willingness to learn additional skills and work with Plant Maintenance to locate and repair fiber breaks, distribution and signal problems

The Installation & Repair Technician must successfully utilize the following tools/equipment in order to complete their responsibilities:

- Basic tools such as hammer, saw, screwdriver and pliers, drills, saws, impact drivers
- Meters, PCs, Tablets, cell/smart phone other testing equipment
- Physical requirements - Carry and setup ladder, Lift 80+ pounds, be able to work at heights of 30+ feet, perform duties outdoors in any type of weather, working in tight spaces with various temperatures (crawl space, attic, etc.)

### Qualifications

- Must have a valid driver's license
- Must successfully complete background check and drug test
- High School Diploma or GED required
- Previous cable/telecommunications or related experience preferred
- Demonstrated knowledge of using meters and testing equipment is preferred
- Previous experience and willingness to learn a variety of telecommunications processes is preferred
- Ability to multi-task with a variety of systems, tools, customers and co-workers
- Excellent verbal communication with customers and co-workers



Diverse Workforce / EEO

MCTV recognizes and strongly supports the benefits of a diverse workforce, and strives to provide a culture that recognizes the unique contributions of each of our employees. MCTV requires a drug test, background check, employment and education verification as conditions of employment. MCTV is an equal opportunity employer and will consider all qualified candidates regardless of race, color, religion, national origin, gender, age, marital status, veteran status, and the presence of a non- job related handicap or disability, or any other legally protected status.

To Apply

Interested candidates may send cover letter and resume to [jobopenings@MCTVOhio.com](mailto:jobopenings@MCTVOhio.com) (please include job title in your email), or to the following address...

MCTV  
PO Box 1000  
Massillon, Ohio 44648-1000

## Pam Grissom

---

**From:** Steve Bushman  
**Sent:** Tuesday, March 12, 2019 6:39 AM  
**To:** Mona Nowling; Lisa Brakefield; Pam Grissom; Abby Baker  
**Subject:** Installation Repair Technician  
**Attachments:** Installation Repair Technician.docx

Hello all,  
Please post the attached with the usual groups. Lisa, please hang on your board. Abby, please add to the website.

I will post on the bulletin boards in Massillon.

Thanks,

Steve

—  
**STEVE BUSHMAN**

Manager, Human Resources | MCTV  
[sbushman@MCTVOhio.com](mailto:sbushman@MCTVOhio.com) | [www.MCTVOhio.com](http://www.MCTVOhio.com)  
T: 330-809-6450  
814 Cable Ct. NW | Massillon, OH 44647

## Pam Grissom

---

**From:** Pam Grissom  
**Sent:** Tuesday, March 12, 2019 7:52 AM  
**To:** 'Jamie Whitacre'  
**Subject:** Another One!  
**Attachments:** EEO Installation Repair Technician 3-29-2019.docx

Hi Jamie!

Attached is a new job for you to post. Please run it until Friday, March 29 and use [jobopenings@MCTVOhio.com](mailto:jobopenings@MCTVOhio.com). Have a great day!

Thanks!

Pam

—  
**PAM GRISSOM**  
Accountant/HR | MCTV  
[pgrissom@MCTVOhio.com](mailto:pgrissom@MCTVOhio.com) | [www.@MCTVOhio.com](http://www.@MCTVOhio.com)  
T: 330-833-4818 | F: 330-833-7522  
814 Cable Ct. NW | Massillon, OH 44647

## Pam Grissom

---

**From:** Pam Grissom  
**Sent:** Tuesday, March 12, 2019 7:55 AM  
**To:** 'Miller, Andrea'  
**Subject:** Another Opening  
**Attachments:** EEO Installation Repair Technician 3-29-2019.docx

Hi Andrea!

We have a new opening for you to post.

**MCTV is looking for an Installation Repair Technician for Massillon, Ohio. Go to [www.MCTVOhio.com/careers](http://www.MCTVOhio.com/careers) for details.**

Please run it on Sunday, March 17 and Wednesday, March 20 and take it off line on March 29.

Thanks for your help - have a great day!

Pam

--

**PAM GRISSOM**

Accountant/HR | MCTV

[pgrissom@MCTVOhio.com](mailto:pgrissom@MCTVOhio.com) | [www.MCTVOhio.com](http://www.MCTVOhio.com)

T: 330-833-4818 | F: 330-833-7522

814 Cable Ct. NW | Massillon, OH 44647

## Pam Grissom

---

**From:** Miller, Andrea <andrea.miller@cantonrep.com>  
**Sent:** Tuesday, March 12, 2019 9:49 AM  
**To:** Pam Grissom  
**Subject:** Re: Another Opening  
**Attachments:** Massillon Proof.pdf

Good Morning Pam --

Here is the proof for the ad. The cost is \$428.00.  
Let me know if it should run. Thanks so much! Andrea

On Tue, Mar 12, 2019 at 7:54 AM Pam Grissom <pgrissom@mctvohio.com> wrote:

Hi Andrea!

We have a new opening for you to post.

**MCTV is looking for an Installation Repair Technician for Massillon, Ohio. Go to [www.MCTVOhio.com/careers](http://www.MCTVOhio.com/careers) for details.**

Please run it on Sunday, March 17 and Wednesday, March 20 and take it off line on March 29.

Thanks for your help - have a great day!

Pam

--

**PAM GRISSOM**  
Accountant/HR | MCTV  
[pgrissom@MCTVOhio.com](mailto:pgrissom@MCTVOhio.com) | [www.MCTVOhio.com](http://www.MCTVOhio.com)  
T: 330-833-4818 | F: 330-833-7522  
814 Cable Ct. NW | Massillon, OH 44647

--  
Andrea R. Miller  
GateHouse Ohio  
330-580-8522

\*This message may contain confidential and/or privileged information. If you are not the intended recipient or

## Pam Grissom

---

**From:** Abby Baker  
**Sent:** Tuesday, March 12, 2019 9:37 AM  
**To:** Steve Bushman; Mona Nowling; Lisa Brakefield; Pam Grissom  
**Subject:** RE: Installation Repair Technician

This has been added! > <https://www.mctvohio.com/installation-repair-technician2>

Thanks,

Abby

--

**ABBY BAKER**

Marketing Coordinator | MCTV  
[abaker@MCTVOhio.com](mailto:abaker@MCTVOhio.com) | [www.MCTVOhio.com](http://www.MCTVOhio.com)  
T: 330-833-4134 x189 | F: 330-833-9775  
814 Cable Ct. NW | Massillon, OH 44647

---

**From:** Steve Bushman <[sbushman@mctvohio.com](mailto:sbushman@mctvohio.com)>  
**Sent:** Tuesday, March 12, 2019 6:39 AM  
**To:** Mona Nowling <[mnowling@mctvohio.com](mailto:mnowling@mctvohio.com)>; Lisa Brakefield <[lbrakefield@mctvohio.com](mailto:lbrakefield@mctvohio.com)>; Pam Grissom <[pgrissom@mctvohio.com](mailto:pgrissom@mctvohio.com)>; Abby Baker <[abaker@mctvohio.com](mailto:abaker@mctvohio.com)>  
**Subject:** Installation Repair Technician

Hello all,

Please post the attached with the usual groups. Lisa, please hang on your board. Abby, please add to the website.

I will post on the bulletin boards in Massillon.

Thanks,

Steve

--

**STEVE BUSHMAN**

Manager, Human Resources | MCTV  
[sbushman@MCTVOhio.com](mailto:sbushman@MCTVOhio.com) | [www.MCTVOhio.com](http://www.MCTVOhio.com)  
T: 330-809-6450  
814 Cable Ct. NW | Massillon, OH 44647

## **Mona Nowling**

---

From: Mona Nowling [mailto:mnowling@mctvohio.com]  
Sent: Wednesday, March 13, 2019 4:01 PM  
To: Mona Nowling  
Subject: MCTV Job Opening  
Attachments: Installation Repair Technician 3-29-19.docx

Good afternoon –

MCTV is currently seeking to fill a position in the Stark County location – Installation and Repair Technician. I have attached a description of the job and the qualifications that the successful applicants must have.

If you know of any qualified applicants, please ask them to email their resume to [jobopenings@MCTVOhio.com](mailto:jobopenings@MCTVOhio.com) or deliver a resume to my attention at MCTV, 814 Cable Court NW, Box 1000, Massillon, OH 44648-1000. They can also go to our website, [www.MCTVOhio.com](http://www.MCTVOhio.com), and click on Careers to view the position and submit a resume electronically.

If this letter should be directed to someone else, please pass it on and have them notify me of the change for future mailings.

Sincerely,

Mona

--

**MONA NOWLING**  
Executive Assistant | MCTV  
[mnowling@MCTVOhio.com](mailto:mnowling@MCTVOhio.com) | [www.MCTVOhio.com](http://www.MCTVOhio.com)  
T: 330-833-5509 | F: 330-833-7522  
814 Cable Ct. NW | Massillon, OH 44647

## Installation & Repair Technician

Reports to: Installation and Repair Supervisor  
Department: Installation and Repair

Location: Massillon, Ohio

Type of Position: Full-time

Hours: Evenings and Weekends, 1PM to 10PM

Compensation: based on experience and skill level

Posting Period: through March 29, 2019

### Description

Responsible for installation and repair of all services including internet, TV and phone. The I/R Technician must be able to troubleshoot technical issues related to all services. The work for this position may be scheduled appointments, on-going tasks, or unplanned.

### Essential Duties and Responsibilities

In this role, the Installation & Repair Technician (I/R Technician) has primary responsibility to:

- Perform installations for converters, high speed data and digital telephone
- Perform disconnects, reconnects, theft checks, traps and audits
- Understand and communicate the function of RF wire routing, telephone wire routing, RG and twisted pair wiring, converters, remote controls, digital telephone MTA's and high-speed data modems
- Follow proper procedure for installation from internal/external house to tap
- Trouble shooting company and customer equipment from tap to home
- Reading and understanding maps and RF layout
- Willingness to learn additional skills and work with Plant Maintenance to locate and repair fiber breaks, distribution and signal problems

The Installation & Repair Technician must successfully utilize the following tools/equipment in order to complete their responsibilities:

- Basic tools such as hammer, saw, screwdriver and pliers, drills, saws, impact drivers
- Meters, PCs, Tablets, cell/smart phone other testing equipment
- Physical requirements - Carry and setup ladder, Lift 80+ pounds, be able to work at heights of 30+ feet, perform duties outdoors in any type of weather, working in tight spaces with various temperatures (crawl space, attic, etc.)

### Qualifications

- Must have a valid driver's license
- Must successfully complete background check and drug test
- High School Diploma or GED required
- Previous cable/telecommunications or related experience preferred
- Demonstrated knowledge of using meters and testing equipment is preferred
- Previous experience and willingness to learn a variety of telecommunications processes is preferred
- Ability to multi-task with a variety of systems, tools, customers and co-workers
- Excellent verbal communication with customers and co-workers





## Diverse Workforce / EEO

MCTV recognizes and strongly supports the benefits of a diverse workforce, and strives to provide a culture that recognizes the unique contributions of each of our employees. MCTV requires a drug test, background check, employment and education verification as conditions of employment. MCTV is an equal opportunity employer and will consider all qualified candidates regardless of race, color, religion, national origin, gender, age, marital status, veteran status, and the presence of a non- job related handicap or disability, or any other legally protected status.

## To Apply

Interested candidates may send cover letter and resume to [jobopenings@MCTVOhio.com](mailto:jobopenings@MCTVOhio.com) (please include job title in your email), or to the following address...

MCTV  
PO Box 1000  
Massillon, Ohio 44648-1000

## Mona Nowling

---

**From:** Mona Nowling  
**Sent:** Thursday, June 06, 2019 1:46 PM  
**To:** Mona Nowling  
**Subject:** MCTV job opening  
**Attachments:** Customer Care Coach June 2019.pdf

Good afternoon –

MCTV is currently seeking to fill a position in the Stark County location – Customer Care Coach. I have enclosed a description of the job and the qualifications that the successful applicants must have.

If you know of any qualified applicants, please ask them to email their resume to [jobopenings@MCTVOhio.com](mailto:jobopenings@MCTVOhio.com) or deliver a resume to my attention at MCTV, 814 Cable Court NW, Box 1000, Massillon, OH 44648-1000. They can also go to our website, [www.MCTVOhio.com](http://www.MCTVOhio.com), and click on Careers to view the position and submit a resume electronically.

If this letter should be directed to someone else, please pass it on and have them notify me of the change for future mailings.

Thank you,

Mona

--

**MONA NOWLING**

Executive Assistant | MCTV

[mnowling@MCTVOhio.com](mailto:mnowling@MCTVOhio.com) | [www.MCTVOhio.com](http://www.MCTVOhio.com)

T: 330-833-5509 | F: 330-833-7522

814 Cable Ct. NW | Massillon, OH 44647

## Pam Grissom

---

**From:** Steve Bushman  
**Sent:** Thursday, June 13, 2019 7:41 AM  
**To:** Mona Nowling; Pam Grissom  
**Cc:** Lisa Bedlion  
**Subject:** RE: Customer Care Coach  
**Attachments:** Customer Care Coach.docx

And here's the attachment....

---

**From:** Steve Bushman  
**Sent:** Thursday, June 13, 2019 7:39 AM  
**To:** Mona Nowling (mnowling@mctvohio.com) <mnowling@mctvohio.com>; Pam Grissom <pgrissom@mctvohio.com>  
**Cc:** Lisa Bedlion <lbedlion@mctvohio.com>  
**Subject:** RE: Customer Care Coach

Hello all,

I have made a slight change to the title for this position, as people might not search for Customer Care Coach. You will see the addition of "Call Center/Customer Service Trainer". Please update the groups previously receiving this posting.

Thanks,  
Steve

---

**From:** Steve Bushman  
**Sent:** Thursday, June 6, 2019 6:51 AM  
**To:** Mona Nowling (mnowling@mctvohio.com) <mnowling@mctvohio.com>; Pam Grissom <pgrissom@mctvohio.com>  
**Cc:** Lisa Bedlion <lbedlion@mctvohio.com>  
**Subject:** Customer Care Coach

Hello all,

This posting was internal for a few weeks with candidates interviewed. We will now post this externally. Please use the usual sources. Please open the document before forwarding to make sure that the edits (mark-ups) are not showing.

Thanks,  
Steve

Steve

—  
**STEVE BUSHMAN**  
Manager, Human Resources | MCTV  
[sbushman@MCTVOhio.com](mailto:sbushman@MCTVOhio.com) | [www.MCTVOhio.com](http://www.MCTVOhio.com)  
T: 330-809-6450  
814 Cable Ct. NW | Massillon, OH 44647

## Pam Grissom

---

**From:** Pam Grissom  
**Sent:** Wednesday, June 12, 2019 3:48 PM  
**To:** 'Jamie Whitacre'  
**Subject:** Another Job  
**Attachments:** EEO Customer Care Coach June 2019.pdf

Hi Jamie!

Attached is job for you to post. Please run it until Friday, June 21 and use [jobopenings@MCTVOhio.com](mailto:jobopenings@MCTVOhio.com). Have a great night!

Thanks!

Pam

**PAM GRISSOM**

Accountant/HR | MCTV

[pgrissom@MCTVOhio.com](mailto:pgrissom@MCTVOhio.com) | [www.MCTVOhio.com](http://www.MCTVOhio.com)

T: 330-833-4818 | F: 330-833-7522

814 Cable Ct. NW | Massillon, OH 44647

## **Pam Grissom**

---

**From:** Pam Grissom  
**Sent:** Wednesday, June 12, 2019 3:52 PM  
**To:** 'Miller, Andrea'  
**Subject:** Another Opening

Hi Andrea!

We have a new opening for you to post.

**MCTV is looking for a Customer Care Coach for Massillon. Go to [www.MCTVOhio.com/careers](http://www.MCTVOhio.com/careers) for details.**

Please run it on Sunday, June 16 and Wednesday, June 19. Please take it off line on June 21.

Thanks for your help - have a great night!

Pam

--

**PAM GRISSOM**

Accountant/HR | MCTV

[pgrissom@MCTVOhio.com](mailto:pgrissom@MCTVOhio.com) | [www.@MCTVOhio.com](http://www.@MCTVOhio.com)

T: 330-833-4818 | F: 330-833-7522

814 Cable Ct. NW | Massillon, OH 44647

## Pam Grissom

---

**From:** Miller, Andrea <andrea.miller@cantonrep.com>  
**Sent:** Thursday, June 13, 2019 9:51 AM  
**To:** Pam Grissom  
**Subject:** Re: Another Opening  
**Attachments:** MCTV Proof.pdf

Good Morning Pam--

Here is the proof for the ad.  
The cost is \$428.00.  
Please confirm.  
Thanks so much! Andrea

On Wed, Jun 12, 2019 at 3:51 PM Pam Grissom <[pgrissom@mctvohio.com](mailto:pgrissom@mctvohio.com)> wrote:

Hi Andrea!

We have a new opening for you to post.

**MCTV is looking for a Customer Care Coach for Massillon. Go to [www.MCTVOhio.com/careers](http://www.MCTVOhio.com/careers) for details.**

Please run it on Sunday, June 16 and Wednesday, June 19. Please take it off line on June 21.

Thanks for your help - have a great night!

Pam

**PAM GRISSOM**  
Accountant/HR | MCTV  
[pgrissom@MCTVOhio.com](mailto:pgrissom@MCTVOhio.com) | [www.MCTVOhio.com](http://www.MCTVOhio.com)  
T: 330-833-4818 | F: 330-833-7522  
814 Cable Ct. NW | Massillon, OH 44647

--  
Andrea R. Miller  
GateHouse Ohio  
330-580-8522

## Customer Care Coach

(Call Center/Customer Service Trainer)



Reports to: Customer Care Manager

Department: Customer Care

Location: Massillon, Ohio

Type of Position: Full-time

Hours: Monday – Friday 8am – 5pm with weekend and evening work as needed.

Compensation: based on experience and skill level

Posting Period: Through June 21, 2019

### Description -

Oversees quality assurance within the Customer Care Center and responsible for training, monitoring and improving Customer Service Representatives' performance.

### Essential Duties and Responsibilities-

In this role, the Customer Care Coach (The Coach) has primary responsibility to:

- Develop, monitor and analyze scoring metrics for all communication channels including phone calls, email and online chat.
- Set performance goals (department-wide and individual) for each channel. Work with reps to ensure goals are met.
- Meet individually with reps to set clear job expectations and give feedback on their performance
- Research, develop and deliver on-going training and development within the department – new employee training, on-going sales training, product-specific training, etc.
- Work with subject matter experts to develop and deliver New Employee Orientation to the reps.
- In conjunction with the sales & marketing team, identify and develop incentives, contests and motivational materials to encourage sales efforts for specific products or services.

The Coach must successfully utilize the following tools/equipment in order to complete their responsibilities:

- Excellent written and verbal communication with all departments in MCTV.
- Use of software such as MS Office, Excel, Word and PowerPoint, call center monitoring tools.
- Use of PC, telephone, copy machine/scanner, fax and basic office equipment.
- Maintain dexterity, vision and coordination, sufficient to perform essential functions.
- Ability to sit for extended periods of time, 6-8 hours/day.

### Qualifications – Minimum knowledge, skills and abilities

- Must successfully complete background check and drug test.
- Bachelor's degree is required.
- 5 years of sales training/coaching experience is required.
- 2 years working in a call center environment is required.
- Proficiency in Microsoft Office (Word, Excel, PowerPoint and Outlook).
- Excellent communication skills, written and verbal with the ability to understand and translate technical details.

- Excellent analytical, interpersonal, organizational, and project management skills.
- Superior planning and organizational skills - attention to detail is essential.
- Self-starter with a flexible attitude.
- Team player and willingness to perform additional tasks as needed.

#### Diverse Workforce / EEO

MCTV recognizes and strongly supports the benefits of a diverse workforce, and strives to provide a culture that recognizes the unique contributions of each of our employees. MCTV requires a drug test, background check, employment and education verification as conditions of employment. MCTV is an equal opportunity employer and will consider all qualified candidates regardless of race, color, religion, national origin, gender, age, marital status, veteran status, and the presence of a non- job related handicap or disability, or any other legally protected status.

#### To Apply

Interested candidates may apply via...

- 1) <https://www.mctvohio.com/careers>, or
- 2) send cover letter and resume to [jobopenings@MCTVOhio.com](mailto:jobopenings@MCTVOhio.com) (please include job title in your email), or
- 3) Mail cover letter and resume to the following address:

**MCTV**  
**PO Box 1000**  
**Massillon, Ohio 44648-1000**



## Pam Grissom

---

**From:** Steve Bushman  
**Sent:** Friday, June 21, 2019 8:16 AM  
**To:** Mona Nowling; Pam Grissom  
**Cc:** Lisa Bedlion  
**Subject:** Installation & Repair Tech Massillon  
**Attachments:** Installation & Repair Tech Massillon.docx

Hello,

Would you please post this when you have time?

Thanks,

Steve

--  
**STEVE BUSHMAN**

Manager, Human Resources | MCTV

[sbushman@MCTVOhio.com](mailto:sbushman@MCTVOhio.com) | [www.MCTVOhio.com](http://www.MCTVOhio.com)

T: 330-809-6450

814 Cable Ct. NW | Massillon, OH 44647

## Mona Nowling

---

**From:** Mona Nowling  
**Sent:** Monday, June 24, 2019 2:49 PM  
**To:** Mona Nowling  
**Subject:** MCTV Job Opening  
**Attachments:** Installation Repair Tech Massillon 7-12-19.docx

Good afternoon –

MCTV is currently seeking to fill a position in the Stark County location – Installation and Repair Technician. I have attached a description of the job and the qualifications that the successful applicants must have.

If you know of any qualified applicants, please ask them to email their resume to [jobopenings@MCTVOhio.com](mailto:jobopenings@MCTVOhio.com) or deliver a resume to my attention at MCTV, 814 Cable Court NW, Box 1000, Massillon, OH 44648-1000. They can also go to our website, [www.MCTVOhio.com](http://www.MCTVOhio.com), and click on Careers to view the position and submit a resume electronically.

If this letter should be directed to someone else, please pass it on and have them notify me of the change for future mailings.

Sincerely,

Mona

--

**MONA NOWLING**

Executive Assistant | MCTV

[mnowling@MCTVOhio.com](mailto:mnowling@MCTVOhio.com) | [www.MCTVOhio.com](http://www.MCTVOhio.com)

T: 330-833-5509 | F: 330-833-7522

814 Cable Ct. NW | Massillon, OH 44647

## Pam Grissom

---

**From:** Pam Grissom  
**Sent:** Tuesday, June 25, 2019 11:02 AM  
**To:** 'Jamie Whitacre'  
**Subject:** Another Job  
**Attachments:** EEO Installation Repair Tech Massillon 7-12-2019.docx

Hi Jamie!

Attached is job for you to post. Please run it until Friday, July 12 and use [jobopenings@MCTVOhio.com](mailto:jobopenings@MCTVOhio.com). Have a great day!

Thanks!

Pam

—

**PAM GRISSOM**

Accountant/HR | MCTV

[pgrissom@MCTVOhio.com](mailto:pgrissom@MCTVOhio.com) | [www.MCTVOhio.com](http://www.MCTVOhio.com)

T: 330-833-4818 | F: 330-833-7522

814 Cable Ct. NW | Massillon, OH 44647

## Pam Grissom

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**From:** Pam Grissom  
**Sent:** Tuesday, June 25, 2019 12:33 PM  
**To:** 'Miller, Andrea'  
**Subject:** Another Opening  
**Attachments:** EEO Installation Repair Tech Massillon 7-12-2019.docx

Hi Andrea!

We have a new opening for you to post.

**MCTV is looking for an Installation Repair Technician for Massillon. Go to [www.MCTVOhio.com/careers](http://www.MCTVOhio.com/careers) for details.**

Please run it on Sunday, June 30 and Wednesday, July 3. Please take it off line on July 12.

Thanks for your help - have a great afternoon!

Pam

--

**PAM GRISSOM**

Accountant/HR | MCTV

[pgrissom@MCTVOhio.com](mailto:pgrissom@MCTVOhio.com) | [www.MCTVOhio.com](http://www.MCTVOhio.com)

T: 330-833-4818 | F: 330-833-7522

814 Cable Ct. NW | Massillon, OH 44647

## Pam Grissom

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**From:** Miller, Andrea <andrea.miller@cantonrep.com>  
**Sent:** Thursday, June 27, 2019 11:23 AM  
**To:** Pam Grissom  
**Subject:** Re: Another Opening  
**Attachments:** MCTV Proof.pdf

Good Morning Pam--

Sorry for the delay - time got away from me this week.  
Here is the proof for the ad. The price is \$428.00.  
Please let me know if it looks good.  
Thanks so much! Andrea

On Tue, Jun 25, 2019 at 12:32 PM Pam Grissom <[pgrissom@mctvohio.com](mailto:pgrissom@mctvohio.com)> wrote:

Hi Andrea!

We have a new opening for you to post.

**MCTV is looking for an Installation Repair Techician for Massillon. Go to [www.MCTVOhio.com/careers](http://www.MCTVOhio.com/careers) for details.**

Please run it on Sunday, June 30 and Wednesday, July 3. Please take it off line on July 12.

Thanks for your help - have a great afternoon!

Pam

**PAM GRISSOM**  
Accountant/HR | MCTV  
[pgrissom@MCTVOhio.com](mailto:pgrissom@MCTVOhio.com) | [www.MCTVOhio.com](http://www.MCTVOhio.com)  
T: 330-833-4818 | F: 330-833-7522  
814 Cable Ct. NW | Massillon, OH 44647

Andrea R. Miller  
GateHouse Ohio  
330-580-8522

## Installation & Repair Technician

Reports to: Installation and Repair Supervisor  
Department: Installation and Repair

Location: Massillon, Ohio

Type of Position: Full-time

Hours: Evenings and Weekends, 1PM to 10PM

Compensation: based on experience and skill level

Posting Period: through July 12, 2019

### Description

Responsible for installation and repair of all services including internet, TV and phone. The I/R Technician must be able to troubleshoot technical issues related to all services. The work for this position may be scheduled appointments, on-going tasks, or unplanned.

### Essential Duties and Responsibilities

In this role, the Installation & Repair Technician (I/R Technician) has primary responsibility for:

- Perform installations for converters, high speed data and digital telephone
- Perform disconnects, reconnects, theft checks, traps and audits
- Understand and communicate the function of RF wire routing, telephone wire routing, RG and twisted pair wiring, converters, remote controls, digital telephone MTA's and high-speed data modems
- Follow proper procedure for installation from internal/external house to tap
- Trouble shooting company and customer equipment from tap to home
- Reading and understanding maps and RF layout
- Willingness to learn additional skills and work with Plant Maintenance to locate and repair fiber breaks, distribution and signal problems

The Installation & Repair Technician must successfully utilize the following tools/equipment in order to complete their responsibilities:

- Basic hand tools such as hammer, saw, screwdriver and pliers
- Basic power tools such as drills, saws, impact drivers
- Meters, PC's, Tablets, cell/smart phone other testing equipment
- Physical requirements - Carry and setup ladder, Lift 80+ pounds, be able to work at heights of 30+ feet, perform duties outdoors in any type of weather, working in tight spaces with various temperatures (crawl space, attic, etc.)

### Qualifications

- Must successfully complete background check and drug test.
- High School Diploma or GED required.
- Previous cable/telecommunications or related experience is a plus but will train qualified candidate.
- Demonstrated knowledge of using meters and testing equipment is a plus but will train qualified candidate.
- Candidate should be willing to learn a variety of telecommunications processes.
- Ability to multi-task with a variety of systems, tools, customers and co-workers.
- Excellent verbal communication with customers and co-workers.



## Diverse Workforce / EEO

MCTV recognizes and strongly supports the benefits of a diverse workforce, and strives to provide a culture that recognizes the unique contributions of each of our employees. MCTV requires a drug test, background check, employment and education verification as conditions of employment. MCTV is an equal opportunity employer and will consider all qualified candidates regardless of race, color, religion, national origin, gender, age, marital status, veteran status, and the presence of a non- job related handicap or disability, or any other legally protected status.

### To Apply

Interested candidates may send cover letter and resume to [jobopenings@MCTVOhio.com](mailto:jobopenings@MCTVOhio.com) (please include job title in your email), or to the following address...

MCTV  
P.O. Box 1000  
Massillon, Ohio 44648-1000

# Exhibit C



 **Sun Outages May Affect Your TV Service**

Call MCTV Today! 

[Request Service](#)



[Shop](#)  
▼

[Support Center](#)

[Business Services](#)

[Home](#) ▶ [Careers](#)

# Careers

One of MCTV’s key strengths is its employees. In February 2013, we started using the slogan “we go the extra smile” to position MCTV as “the” service company for broadband telecommunications needs. Our employees’ commitment to providing excellent customer service is the driving force to the company’s success.

While MCTV is among the 60 largest cable TV companies in the nation, it is still very tied to the communities it serves. MCTV employs local residents to provide local service. Many employees have built life-long careers of 25, 30 and even 35 years.

## About MCTV

MCTV “goes the extra smile” for its customers, adding high-touch service to high-tech telecommunications. Since 1965, MCTV’s 160 local employees have been serving their neighbors with a full complement of advanced broadband products including High-Speed Internet and commercial phone, television advertising, d... connections and security systems. More than 47,000 customers in Stark, Wayne, Summit, Holmes and Tuscarawas Counties rely on MCTV for

**CAN I GET MCTV?**

their telecommunications needs.

## Equal Opportunity Employer

MCTV is an equal opportunity employer. It is our policy to afford equal opportunity in employment and business dealings to all qualified persons. No person or business shall be discriminated against because of race, color, religion, national origin, age or sex. To this end, MCTV has established and will maintain and carry out a positive continuing program of specific practices designed to assure equal opportunity in every aspect of cable system policy and practice.

[View our EEO filings](#)

## Opportunities at MCTV

### Advertising Sales Representative

Full Time

Posting Ends: 10/31/19

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### Installation & Repair Technician - Massillon

Installation and Repair

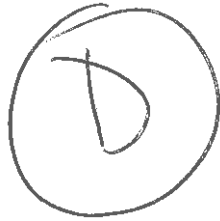
Posting Ends: 10/18/19

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CAN I GET MCTV?

**Jobs fair Schedule 2018**

10/3/2018, 9:00am - 12:00pm	City of Massillon Job Fair	Massillon Rec Center	Mona, Pam
10/17/18, 12:00 - 4:00pm	StarkJobs Fall Job Fair	Kent Stark Conference Center	Manny, Steve



**Pam Grissom**

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**From:** Stacey Richardson <[srichardson@careermarketplace.com](mailto:srichardson@careermarketplace.com)> on behalf of Stacey Richardson  
**Sent:** Wednesday, September 12, 2018 11:50 AM  
**To:** Pam Grissom; Mona Nowling  
**Subject:** StarkJobs.com Fall Job Fair | Please Confirm Your Registration

Good Morning!

Thank you for registering for the StarkJobs.com Fall Job Fair. We are excited to see your team at the Kent State University at Stark Conference Center on October 17th.

### **Registration Confirmation**

Please take a moment to complete our event questionnaire to confirm details provided on your registration. The answers provided will help us in our marketing efforts and confirm details with our vendors. **[Employer Confirmation Questionnaire](#)**

*Please note: Silver booth packages include lunch and refreshments for two attendees. Additional attendees may be subject to the "extra lunch attendee" charge listed on the contract. Cost is \$22.00 per additional attendee.*

If you have any questions or need a text version of this questionnaire, please let me know. Thank you for your assistance and we look forward to your response.

### **Event Details**

#### **StarkJobs.com Fall Job Fair**

Wednesday, October 17, 2018

12:00 PM - 4:00 PM

Kent State University at Stark Conference Center

6000 Frank Ave NW, North Canton, OH 44720

**[Directions To The Event](#)**

### **Event Schedule**

10:30 AM - 11:30 AM: Employer Registration & Set-up

11:15 AM: Employer Meeting in the Timken Great Room (Ballroom)

11:30 AM: Employer Lunch in the Conference Room Lunch Room

NOON: Job Fair Opens

4:00 PM: Job Fair Closes/Vendor Departure

Sincerely,

Stacey Richardson  
Office Manager & Event Coordinator  
Career Marketplace, Inc.  
dba [StarkJobs.com](http://StarkJobs.com), [AkronWorks.com](http://AkronWorks.com)  
[SRichardson@CareerMarketplace.com](mailto:SRichardson@CareerMarketplace.com)

[330.454.5627](tel:330.454.5627) x133 || Fax [330.532.7144](tel:330.532.7144)



4883 Dressler Rd NW, Ste. 203  
Canton, OH 44718  
Phone: (330) 454-5627  
Fax: (330) 456-1466

**Invoice**

MCTV  
Attn: Pam Grissom  
814 Cable CT NW  
Massillon, OH 44647-4284 USA

Invoice #: AS00862036  
Invoice Date: 1/16/2018  
Payment Terms: Due On Receipt  
Customer #: TEI-0216

**Please make checks payable to Career Marketplace, LLC**

Qty	Description	Unit Price	Amount
1.00	CF-OH: Career Fair Order #: 43042 For SJ10/17/18 Career Fair - MCTV	495.000	495.00

*Chk 105719 1-19-18*

	Subtotal:	495.00
For SJ10/17/18 Career Fair - MCTV	Freight:	0.00
	Sales Tax:	0.00

**Invoice Amount: \$495.00**

Total Due on Account\*: \$495.00

\*Total Due on Account reflects current invoice amount plus all other unpaid invoices.  
After 30 days of invoice date, a LATE FEE of \$25.00 will be assessed.

## Exhibitor Information

Company Name	MASSILLON CABLE TV INC
Booth Sign Text	MCTV
Address	PO BOX 1000
City, State, Zip	MASSILLON, OH 44648
Telephone	330-833-4134
Email	jobopenings@MCTVOhio.com
Authorized Contact	PAM GRISSOM
Title	HR

## Attendees &amp; Email

Name	MONA NOWLING
Email	
Name	PAM GRISSOM
Email	pgrissom@mctvohio.com
Name	
Email	
Name	
Email	

This Agreement is entered into on the date set forth above between Career Marketplace, LLC (CMI) and the Exhibitor. CMI is responsible for organizing, managing and operating all job fair events. Exhibitor is interested in exhibiting at specified Career Marketplace, LLC Career Event. In consideration of the foregoing and the mutual promises and representations set forth below, the parties agree to all terms and conditions set forth on the reverse side of this Agreement, pursuant to which Exhibitor shall purchase the following services:

## Choose Event Date(s)

<input type="checkbox"/>	Winter - 01/09/2018 The Natatorium Cuyahoga Falls * (1) Double Booth Available	<input checked="" type="checkbox"/>	Spring - 04/11/2018 KSU Stark Conference Center * (4) Double Booths Available
<input type="checkbox"/>	Summer - 07/18/2018 Summit Mall * (4) Double Booths Available	<input checked="" type="checkbox"/>	Fall - 10/17/2018 KSU Stark Conference Center * (4) Double Booths Available

## Select Booth Package - Booth Cost is Per Event(s) Selected

<input type="checkbox"/>	<b>Double</b>	Two 6' tables, 4 chairs and table linens. Booth signage and lunch for up to 4 staff members is included.	<b>\$995.00</b>
<input checked="" type="checkbox"/>	<b>Silver</b>	One 6' table with 2 chairs and table linens. Booth signage and lunch for up to 2 staff member is included.	<b>\$595.00</b>

## Choose Additional Amenities

<input type="checkbox"/>	<b>Job Posting</b>	15 day job ad on StarkJobs.com and AkronWorks.com. <i>Posting must be used with job fair event that was purchased. Unused job ads will expire at the close of the purchased event.</i>	<b>\$50.00</b>
<input type="checkbox"/>	<b>Electricity</b>	Cost per extension cord /power strip	<b>\$25.00</b>
<input type="checkbox"/>	<b>Extra Lunch</b>	Cost per person. Includes lunch and refreshments.	<b>\$22.00</b>

**Pam Grissom**

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**From:** Kelly Haer <khaer@omjwork.com> on behalf of Kelly Haer  
**Sent:** Thursday, September 13, 2018 2:25 PM  
**To:** khaer@omjwork.com  
**Subject:** The City of Champions Job Fair  
**Attachments:** MASSILLON JOB FAIR REGISTRATION FORM 2018.doc; Massillon Job Fair Registration Payment Instructions 2018.docx

## The City of Champions Job Fair

SPONSORED BY:

**The City of Massillon, The Independent and ZipRecruiter, Massillon WestStark Chamber of Commerce, Mix 94.1, News-Talk 1480 WHBC & OhioMeansJobs Stark County**

Dear HR Professional:

The City of Massillon and co-sponsors — The Independent and ZipRecruiter, Massillon WestStark Chamber of Commerce, Mix 94.1, News-Talk 1480 WHBC & OhioMeansJobs Stark County — invite you to participate in the City of Massillon's Job Fair on Wednesday, October 3rd, 2018. We urge you to take advantage of this excellent opportunity to actively recruit qualified job candidates. This is a great value for your organization and you will only be required to provide a \$100.00 registration fee. The Job Fair will be highly publicized in the news media, and will draw a wide range of candidates from a diverse workforce. In addition, veterans and their families will be highly encouraged to attend.

The Job Fair will be held at the Massillon Recreation Center located at 505 North Erie Street in Massillon from 9:00am to 12:00pm. Tables and chairs will be provided. Set-up must be completed by 8:45a.m.

Reservations can be made by emailing your registration application form to khaer@omjwork.com or faxing your registration form to Kelly at 330-491-2650. Deadline for reservations is Friday, September 28th, 2018. If you have any questions please contact me at 330-491-2649.

Sincerely,

Kelly Haer  
Business Manager  
OhioMeansJobs Stark County



A proud partner of the American Job Center network



**Kelly Haer**  
Business Manager/Business Resource Network Manager  
Workforce Initiative Association  
OhioMeansJobs Stark County  
822 - 30th Street NW  
Canton, Ohio 44709  
330-491-2649  
330-491-2650 (Fax)



A proud partner of the  
American Job Center network

Follow us on Facebook:



*The mission of the local Workforce Development Board is to assist area businesses in meeting their workforce needs by coordinating the workforce development activities of the numerous employment, education, and economic development entities in the region. It is their vision that by doing so, they will ultimately play a significant role in supporting the economic prosperity of our communities and their citizens.*

*To that end, it is the mission of The OhioMeansJobs One-Stop Partnership to support the mission of the WDB and enhance economic development in Stark and Tuscarawas Counties by providing a common point of access to all partner programs and to the desired employment, education, and training information and activities for both employers and job seekers. The OhioMeansJobs One-Stop System strives to act as a consolidated employment resource for all One-Stop Partner programs, employers and job seeker customers.*

This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain private, confidential, and/or privileged information. Any unauthorized review, use, disclosure, or distribution is prohibited. If you are not the intended recipient, employee, or agent responsible for delivering this message, please contact the sender by reply e-mail and destroy all copies of the original e-mail message.

## Pam Grissom

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**From:** Steve Bushman <sbushman@mctvohio.com> on behalf of Steve Bushman  
**Sent:** Monday, December 10, 2018 7:01 AM  
**To:** Emmanuel Brantley; Pam Grissom (pgrissom@mctvohio.com); Mona Nowling  
**Subject:** FW: 2019 Greater Stark County Career Expo

Hello Mona, Pam and Manny,

I registered us for the "School" job fair again this year. As you can see in the attachment, the RG Drage session is on Tuesday, April 2 and the GlenOak session is Wednesday, April 3<sup>rd</sup>. I believe the 3<sup>rd</sup> is a pay day.

I'm hoping Mona can attend her alma mater (GlenOak). I plan on attending the Drage session (or both, if Mona is unable). Please let me know if you want/are able to help. If not, I may take an I/R Tech to one, and a CSR to the other.

Thanks,  
Steve

**From:** bryan.hollinger@apps.sparcc.org <bryan.hollinger@apps.sparcc.org>  
**Sent:** Sunday, December 9, 2018 2:18 PM  
**To:** Steve Bushman <sbushman@mctvohio.com>  
**Subject:** 2019 Greater Stark County Career Expo

Good afternoon Steve Bushman,  
On behalf of the Stark County Educational Service Center and our 23 member school districts I am pleased to announce the 2019 Greater Stark County Career Expo link is now open. We are hoping that you and your business will be interested in attending our career expo again this year. Last year our students expressed how important this opportunity was for them to meet different businesses and organizations in our community. Please see the attached flyer regarding dates of this year's event.

Please use the following link to reserve your table at this years event.  
<https://tinyurl.com/2019RegistrationGSCCareerExpo>

If you have any questions please feel free to contact me at  
[Bryan.Hollinger@apps.sparcc.org](mailto:Bryan.Hollinger@apps.sparcc.org)

Have a great day!  
Bryan Hollinger  
Stark County Educational Service Center  
[bryan.hollinger@apps.sparcc.org](mailto:bryan.hollinger@apps.sparcc.org)  
330.492.8136 ext. 6939


**GREATER  
STARK COUNTY  
Career  
EXPO  
2019**

The Stark County Educational Service Center in partnership with its 23 member school districts would like to invite you and your business to be a part of the 2019 Greater Stark County Career EXPO. There is no cost for businesses to participate. This event will provide businesses a chance to meet senior career tech students from all Stark County career tech centers. We believe this event will help participating businesses meet their business needs.

Interested businesses will be provided a location to meet with students to discuss your business's needs as well as an opportunity to share with students how they can be more marketable. All students are working to create a resume which they will share with attending businesses.

Lunch will also be provided at all of our locations. Businesses are welcome to attend multiple events if they are interested in meeting students from multiple programs.

**Locations and Dates**

<b>Canton McKinley High School Cosmetology Monday, April 1, 2019 75 – 100 students</b>	
<b>Massillon High School Health Care Tuesday, April 2, 2018 400 – 425 students</b>	<b>RG Drage Career Technical Center Agriculture, Trade and Industry Tuesday, April 2, 2018-9 425 – 450 students</b>
<b>Canton South High School Education, Culinary and Hospitality Wednesday, April 3, 2019 275 – 300 students</b>	<b>Glenoak High School IT, Business, Engineering and Media Wednesday, April 3, 2019 725-750 Students</b>

**Exhibiting Businesses**

**Business interested in participating in the Greater Stark County Career Expo can register using any of the methods below**

**Google Form:** <https://tinyurl.com/2019RegistrationGSCCareerExpo>

**Email:** [Bryan.Hollinger@apps.sparcc.org](mailto:Bryan.Hollinger@apps.sparcc.org)

**Phone:** 330.492.8136 ext. 6939



## Greater Stark County Career Expo

Canton McKinley High School  
Cosmetology  
April 1, 2019  
75 -100 students

- Cosmetology

Massillon High School  
Health Care  
April 2, 2019  
400 - 425 students

- Biomedical Engineering
- Biomedical Sciences
- Clinical Health
- Dental Assisting
- Emergency Services/Firefighting/EMT
- Exercise Science/ Sports Medicine
- Health Occupations
- Health Sciences
- Health Tech Prep
- Health Technologies
- Law and Public Safety
- Medical Office Management
- Medical Tech Prep
- Nurse Assisting
- Nursing
- Nurse Technologies
- Pharmaceutical Science
- Pre-Medical Professions
- Sports Medicine
- Clinical Health

- Auto Collision
- Auto Technology
- Automotive
- Heavy Truck Diesel
- Building Construction Trades
- Building Technologies
- Construction
- Construction Technologies
- Career Based Intervention
- Heavy Truck Diesel
- HVAC
- Manufacturing-Engineering
- Precision Machining
- Welding

Canton South High School  
Business and IT  
April 3, 2019  
275 - 300 students

- Agri-Business
- Animal Science
- Bakery/Pastry
- Culinary Arts
- Early Childhood Education
- Gas/Oil
- Horticulture/Landscaping
- JTC Hospitality
- Natural Resources
- Sports Turf and Landscape Management
- Teaching Professions

Glenoak High School  
Business and IT  
April 3, 2019  
700 -750 students

- Accounting
- Animation and Graphic Design
- Broadcast Arts
- Broadcast Media
- Business Academy
- Business Management
- Business/Finance
- Cisco Networking
- Commercial Photography
- Engineering
- Engineering & Architecture
- Graphic Design
- High School of Business
- Interactive Media
- IT Gen Yes
- Legal Studies
- Light and Sound Technology
- Marketing
- Media Production
- Performing Arts
- PLTW Engineering
- Programming & Game Design
- Video Productions