

**Annual Cable EEO Public File Report  
for  
Paragould Light Water & Cable  
Paragould, Arkansas**

**Employment Unit ID# 013980**

**Covering the Period from 10/1/2021 – 9/30/2022**

This EEO Public File Report is filed pursuant to Federal Communication Commission's (FCC) equal employment opportunity (EEO) rules for multi-channel video programming distributors (MVPD). The FCC's Rule requires that this report contain the following information:

1. A list of all full-time vacancies filled by the cable employment unit during the preceding year, identified by job title.
2. For each such vacancy, the recruitment source(s) used to fill the specific vacancy, together with the address, contact person, and telephone number of each source.
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 sources utilized in connection with such vacancies.
5. A list and brief description of all "recruitment initiatives" implemented during the preceding year, if applicable.

The tables which follow have be designed, in the aggregate, to provide the required information.

# PARAGOULD LIGHT WATER & CABLE

## EEO PUBLIC FILE REPORT

October 1, 2021 – September 30, 2022

### I. VACANCY LIST

See Master Recruitment Source List (MRSL) for recruitment source data

<b>Job Title</b>	<b>Recruitment Sources (RS) Used to Fill Vacancy</b>	<b>RS Referring Hiree</b>
<b>Call Center CSR (2)</b>	9, 10, 19, 20, 21, 22, 23, 24	19, 20
<b>Network Operations Center (NOC) Support Technician (4)</b>	20, 21, 22, 23, 24	20(2), 21, 23
<b>Meter Reader (2)</b>	9, 10, 19, 20, 21, 22, 23, 24	20, 22
<b>Engineering Intern</b>	20, 21, 22, 23, 24	20
<b>Groundman</b>	9, 10, 19, 20, 21, 22, 23, 24	22
<b>Water/Sewer Construction Technician, Level 2</b>	9, 10, 19, 20, 21, 22, 23, 24	20
<b>Water/Sewer Maintenance Technician, Level 2</b>	9, 10, 19, 20, 21, 22, 23, 24	20
<b>Water/Sewer Maintenance Technician, Level 1</b>	9, 10, 19, 20, 21, 22, 23, 24	19
<b>Underground Technician</b>	9, 10, 19, 20, 21, 22, 23, 24	22

## II. MASTER RECRUITMENT SOURCES LIST (MRSL)

RS Number	RS Information	No. of Interviewees Referred by RS over 12-month period
1	The Commercial Appeal Contact Person: Sydney 495 Union Avenue Memphis, TN 38103 901-529-5252	
2	Arkansas Democrat-Gazette Contact Person: Susan Webb P.O. Box 2221 Little Rock, AR 72203-2221 501-378-3844	
3	Paragould Daily Press Contact Person: Melissa Cobb 1401 W Hunt Paragould, AR 72450 870-239-8562	
4	Jonesboro Sun 518 Carson St Jonesboro, AR 72401 870-935-5525	
5	Daily Dunklin Democrat P.O. Box 669 Kennett, MO 63857 573-888-4505	
6	Region 8 Job Link KAIT 8 P. O. Box 790 Jonesboro, AR 72403-0790	
7	Southeast Missouri/Northeast Arkansas Association Contact Person: Brett Bradford P.O. Box 9 Paragould, AR 72451	
8	Arkansas Municipal Power Association Contact Person: Richard Arnold P.O. Box 99 Conway, Arkansas, 72033	
9	Hometown Employment Contact Person: Diane Culver 1801 W. Kingshighway, Suite 11 Paragould, AR 72450 870-215-0555	1
10	Express Employment Professionals Contact Person: Melissa Bowers 2307 Linwood Drive Paragould, AR 72450 (870) 236-4888	1

15	www.jobsarkansas.com	0
16	www.indeed.com	0
17	www.monster.com	0
18	www.glassdoor.com	0
19	Internal PLWC Job Posting Contact Person: Amy Adams 870-239-7700	3
20	PLWC Website (www.paragould.com) Contact Person: Amy Adams 870-239-7700	12
21	PLWC Facebook Page Contact Person: Mandy Pillow 870-239-7700	2
22	Employee Referrals	4
23	Non-Employee Referrals	3
24	Walk-In Applicants	

**PARAGOULD LIGHT WATER & CABLE  
RECRUITMENT INITIATIVES FORMS**

October 1, 2021 – September 30, 2022

<b>TYPE OF RECRUITMENT INITIATIVE</b>	<b>DATE</b>	<b>BRIEF DESCRIPTION OF ACTIVITY &amp; SCOPE OF CABLE OPERATOR'S PARTICIPATION</b>	<b>RECRUITING (AND MANAGEMENT STAFF) IN ATTENDANCE</b>
Participation in at least two events sponsored by organizations representing groups present in the community interested in multichannel programming distributor employment issues, including conventions, career days, workshops and similar activities. (iv)	4/18/22	PLWC Employees spoke to students at Black River Technical College about technology-based career opportunities at the utility.	Daniel Hutchison, Maintenance Department Manager, Scott Pillow and Warren Stipe, Maintenance Technicians
	05/13/22	PLWC hosted a session of Leadership Paragould discussing Telecommunications and Cable TV. Main focus was Internet speeds and technology and Fiber Infrastructure changes.	Darrell Phillips, General Manager/CEO, Brett Bradford, COO, & Marcus Dowdy, Fiber Department Manager
Establishment of training programs designed to enable unit personnel to acquire skills that could qualify them for higher level positions (viii)	Ongoing	All Fiber service installers and technicians, as well as Customer Service Representatives, are provided training through the National Cable Television Institute. Successful completion of training provides personnel with skills and knowledge needed to qualify them for higher level positions.	Marcus Dowdy, Fiber Department Manager, Todd Boyd, Fiber Headend Technician, Andy Stokes, Lead Technician (coordinating supervisors); Matthew Bennett, Todd Boyd, Katlyn Burdette, Jack Douglas, Alec Gibbs, , and Kagen Howard (training participants)
	4/25 – 4/28/22	TPC Electrical Troubleshooting	Brayden Ezell, Lift Station Maintenance
	6/15/22	Guest Services Training	Josh Doss, Customer Service Representative
	7/6/22,8/10 – 8/11/22, 8/16 – 8/18/22	Public Power Forward Fundamentals – American Public Power Association	Janet Chronister, Director of Finance

	7/31– 8/3/22	Damage Prevention Summit	William Herring, Sewer Maintenance Supervisor, Teddy Hall, Damage Prevention Supervisor, Brad Buck, Water/Sewer Construction Supervisor, Craig Gross, Water/Sewer Department Manager, Bill McCracken, Safety Director
	8/1/22	UTA Certified Professional Utility Locator	William Herring, Water Maintenance
	8/22 – 8/25/2021	NIGP Purchasing Virtual Conference	Eddie Hester, Purchasing Manager
	8/26/2022	Paragould Emerging Professionals Leadership Conference	Landon Long, Electrical Engineer
	9/7 – 9/9/22	OSHA Confined Space Entry	Bill McCracken, Safety Director
Participation in at least two events or programs sponsored by educational institutions relating to career opportunities in multichannel video programming communications. (x)	Ongoing	Provides two high schools in the community with their own public education and government TV channel. Cable Department Employees assist in training students on cable techniques and service.  All outside events were cancelled due to COVID-19.	Marcus Dowdy, Fiber Department Manager, Andy Stokes, Fiber Chief Technician, & Todd Boyd, Fiber Headend Technician.
	2/2/2022	PLWC hosted a session for the Paragould Youth Leadership Group – Students from 3 area high schools in yearlong leadership program. Main focus was on the recent Fiber upgrade in the community.	Brett Bradford, COO & Marcus Dowdy, Fiber Department Manager

Provision of training to management level personnel as to methods of ensuring equal employment opportunity and preventing discrimination (xiv)	4/13 – 4/14/22	Arkansas SHRM Employment Law and Legislative Affairs Conference	Amy Adams, Chief Human Resources Officer & Mandy Pillow
	4/20 – 6/22/2022	Black River Technical College – Supervisor Academy	Harry Symons, Chief Operator, Justin Pemberton, Sewer Maintenance Supervisor, William Herring Sewer Maintenance, Matthew McFadden, Network Administrator, Todd Boyd, Headend Technician, Tiffani Newsom, Lab Supervisor & Jamie Miller, Customer Service Supervisor
	5/8 – 5/10/22	Emerging Leader Class – Vanderbilt University	Daniel Hutchison, Maintenance Department Manager
	6/12 – 6/15/22	SHRM Annual Conference	Amy Adams, Chief Human Resources Officer & Mandy Pillow