



THIS REPORT COVERS OCTOBER 1, 2019 THROUGH SEPTEMBER 30, 2020

Total Number of Full-time Vacancies Filled During this Period: 2

Total Number of People Interviewed for Full-time Vacancies During this Period: 14

Total Number of People Referred for Interviews for Full-Time Vacancies During this Period: 106

FULL-TIME POSITIONS OPENED / FILLED

#	Position Title	Number Hired	Recruitment Source(s) Used to Fill the Vacancy <i>Please see attached Recruitment Resource List for the recruitment source contact information.</i>	Number of Interviewees Referred by Each Recruitment Source	Total Number Interviewed
1	Business Class Account Executive	0	<i>Giggle Fiber posts vacancy notices on Indeed.com, which are distributed to and also available on widely known employment sites. Giggle Fiber also posts vacancies on its own Giggle Fiber website, the Monrovia Chamber of Commerce Job Board and the Arcadia Chamber of Commerce Job Board.</i>	16	0
2	Broadband Outside Plant Coordinator	1	(See above for list of widely known employment sites utilized for recruitment)	3	2
3	Broadband Technician	1	(See above for list of widely known employment sites utilized for recruitment)	33	6
4	Bilingual Receptionist/CSR (English – Mandarin)	0	(See above for list of widely known employment sites utilized for recruitment)	54	6



INITIATIVES UNDERTAKEN PURSUANT TO § 76.75(b)(2)

Giggle Fiber provides training programs designed to enable unit personnel to acquire skill that could qualify them for higher level positions. Those training initiatives include:

- *Training program on Customer Service and Management skills provided through the ADP training portal to the support team members to augment their skills and knowledge. Each team member is required to complete a minimum of three on-line classes per year.*
- *Continuous technical training, administered quarterly, provided to field engineers and technicians to augment knowledge/ skills in the areas of:*
 - *GPON Optical Power Measurements*
 - *GPON Installation*
 - *Coaxial RF Losses*
 - *RF Passive Insertion Losses*

Giggle Fiber personnel participate in community and industry-sponsored events reasonably calculated to further the goal of disseminating information on employment opportunities in multichannel video programming. Giggle Fiber personnel participated in the following events during the reporting period:

Event/Date	Giggle Fiber Participant(s)	Description
Arcadia Chamber of Commerce Virtual Job Fairs (6/3/20, 7/8/20 & 8/5/20)	Mike Miller (VP for Operations)	Even though Giggle Fiber did not have any openings at these times, Giggle Fiber presented information about the company, its services, the types of positions that may be open in the future and that Giggle Fiber is an equal opportunity employer.
Monrovia Street Fair (10/25/2019)	Marcelino Lopez (Residential Acct. Executive)	A weekly community event promoted by the City of Monrovia, which provides local businesses the opportunity to broaden community awareness and involvement. Giggle Fiber participated as a local vendor and provided information regarding the company and its telecommunications services, including possible employment.
Taste of Arcadia – (Virtual) (9/14/2020 to 9/21/2020)	Mike Miller (VP for Operations)	An annual community event sponsored by the Arcadia Chamber of Commerce. Held virtually this year. Giggle Fiber was a registered vendor & provided information about the company and its services, including, possible employment.



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Marketing events outside Baja Ranch Market in Monrovia CA (Multiple dates between Oct 2019 & Feb 2020)	Marcelino Lopez (Residential Acct. Executive)	Periodic events provided by Baja Ranch Market. Giggle Fiber was a registered vendor and provided information and answered questions regarding the company and its telecommunications services, including, possible employment.
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RECRUITMENT RESOURCE LIST

Name of Recruitment Source	Address	Contact Person	Telephone Number	Entitled to Notification [Yes/No]	Total Number of Interviewee Referrals
<i>Giggle Fiber uses internal personnel to provide recruitment services. We post vacancy notices on Indeed.com which are distributed to and also available on widely known employment sites including julu.com, glassdoor.com, ziprecruiter.com, LinkedIn, and simplyhired.com. We also post on our website and with the Monrovia & Arcadia Chamber of Commerce</i>	911 S Primrose Ave, Suite E & F, Monrovia CA, 91016	Herbert Villalobos & Julie Asuncion	(626) 999-8888	No	106

www.gigglefiber.com

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