FEBRUARY 1, 2020

KERM INC, operates two radio stations, KURM AM 790 licensed TO Rogers, Arkansas. which has served the Rogers community (now about 60,000 population, since 1979, and KURM FM. licensed to Gravette, a community of less than 6,000. In subsequent years Rogers has undergone transformational growth from a town of about 14,000 in 1979.

Both stations are served by a common staff. KERM INC this past year added an FM translator, licensed to Huntsville, a small community east of Rogers, of about 2000, unserved previously. That translator K248DM is 97.5 FM and serves KURM AM.

The format of KURM AM and KURM FM is news-talk Community Involvement. This format is a key to its community service. For example, KURM stations sends reporters to area city council, quorum court and school board meetings. No other local station has attended a city council meeting in the past 15 years or more. KURM stations programs an hour long INFORMATION HOUR each week-day morning from 5-6AM, schedules WHATS HAPPENING notices thru the day to promote community activities, including church and civic clubs, even a PET PATROL for owners of missing pets. Three programs daily of DIAL-A-TRADE, allows listeners to buy-sell-trade free of charge. Area schools, about 30 in the Ark-Mo-Ok region have their own football and basketball coaches shows to promote their programs. (ON JANUARY 29th, 2020 KURM hosted its 40th annual DREAM TEAM FOOTBALL PANOUET with 25 schools from the three state region in attendance).

(A SUMMARY OF 2019)

2019 like the previous year was challenging when it comes to hiring. However, the majority of employees working in 2018, are still employed. One other person hired during the year (Bruce Bailey) was added and is still employed.

CURRENT STAFF-

- (1) Kermit Womack is President and General Manager
- (2) Diane Womack (wife) is V.P. and Director of Sales
- (3) David Shoen, is News Director and Sports Director
- (4) Tommy Elmore is chief announcer

(page 2)

- (5) Gary Williams is night announcer (black)
- (6) Cleon Diogle is a programmer
- (7) Bruce Bailey telephone sales
- (8) Kevin Thompson- telephone sales

In addition two part time employees are employed- Hope Mocevnick works Sundays. another individual works 12 hours a week in the advertising department. KURM employs a part time bookkeeper (Jeremy Grotts) and an engineer (Eric Morris) as contract labor.

KURM OPERATES THE ONLY COMMUNITY INVOLVEMENT FORMAT IN THE AREA, AND DOES SO WITH A SMALL BUT DEDICATED HARD WORKING STAFF.

GENERAL EMPLOYMENT CLIMATE-

In my estimation, the current job market makes it the most difficult task of hiring, in the 40 years of our operation. Rapid growth in the region (Benton and Washington Counties have now exceeded 600000 population) has produced a level of full employment. Everywhere you look, you see "hiring" signs, and with an UNEMPLOYMENT RATE OF ABOUT 2%, everybody who wants a job has one. And candidly, the comparative low pay of radio stations cannot compete with the big companies who are able to provide health insurance and greater benefits. Area schools are starting teachers with no experience and a BA degree, at salaries near 50,000 dollars.

An indication of an ever changing media landscape is the recent announcement by Arkansas s only statewide newspaper, which will stop weekly printing and go to a digital delivery this wummer. The publisher stated they were doing so to SAVE THE NEWSPAPER.

I believe the FCC should recognize that in todays climate, stations such as KURM which employs less than 10 persons, should be exempt from some of the time consuming records keeping and employment concerns, which consume valuable resources in compliance. In a nutshell, KURM WOULD HIRE ANYRODY CAPABLE OF GETTING TO WORK ON TIME THATS STILL Breathing.

I predict that in time, more and more radio stations will be reduced to a poor state of being...from internet competition, shrinking revenue streams, and other constraints. Today, most of the stations in Northwest Arkansas are operated by conglomerates who have the luxury of combining staffs, and have the resources to comply with burdensom regulations. Small locally owned stations do not.

KERM INC EMPLOYS THE FOLLOWING RECRUITMENT MODELS-

- (A) Attendance and participation in two JOB FAIRS...sponsored by the Rogers-Lowell Chamber of Commerce. Again this year a small number of job seekers attended the fairs. Many of those who did, were trving to transition from a high paying job previously held at firms such as Walmart, and were looking for similar pay. Some of these people have lost five figure jobs, and therefore have little or no interest working for radio station wages. Couple that dynamic with a 2% area unemployment figure, and its slim pickins.
- (B) Newspaper and Radio ads. (see copies attached). This year response not good. When you spend \$300 for newspaper ads and get little response the message is clear.
- (C) Web site postings- In recent years this source also has dried up, and most responders are mid management types who live in other states, and are not interested in basic employee positions.
- (D) Attendance at county fairs in the four localcounties, which gives KIIRM and opportunity to interview young men and women, some of whom have an interest in getting a job, compatable with their college studies.
- (E) Scholarships- KURM awards an annual scholarship to an outstanding local student.
- (F) Intern position- KURM offers interested local students an opportunity to participate in a 90 day summer internship, with the goal of finding students with an interest in working in radio.
- (G) Listings with the Arkansas Dept of Workforce Development
- (H) Northwest Arkansas Community College job postings.

GENERAL ASSESSMENT-

When you have the dynamics facing small market radio, such as competitive factors like social media prominence which limits advertising revenue, coupled with historic low unemployment, it creates the most challenging time todate for even survival. The younger generation is trending toward more time on their smart phones, more reliance on Facebook and less time listening to the radio.

During 2019 the following hires were made noting source... NOTE the number of very brief employment periods of many applicants.

ATTACHED ARE COPIES OF NEWSPAPER ADS PLACED, AND RADIO ADVERTISING RUN.

- (1) January 1-15 NORTHWEST ARKANSAS DEMOCRAT GAZETTE ADS OF OPENINGS.
- (2) Radio Ad January 14th-20th, seeking all positions.

Programmer hired (Steven Ross) began employment Feb 25th, quit in August. Salesperhon hired, (JAMES ROBERTS) began employment Feb 21st quit March4th.

(3) AD posted at NWACC RADIO AD

Salesman hired (Dennis "Mike" House, began employment March 28 left April 1st) May 8th Job Fair- Chamber of Commerce, Frisco Mall.

Interviewed Zachary Colvin- He declined employment Interviewed Alex San Migael- he lived in California indicated he was thinking of moving to Northwest Arkansas---did not materialize.

- (4) Sales Ad on Radio copy attached.
- (5) Programmer hired, Alycia Hays- began employment Sept 1st left Sept 13th. Salesman hired Brad Bernard began employment Sept 23rd left Oct 7th.
- (6) Posting on Indeed for Sales position.

Note- Several resumes were received, none of which were remotely qualified related to the job advertised.

(7) Oct 19th Radio Ad attached-Sales person hired Bryan Banks began employment Oct 28 left Dec 10th Jason Holt began employment Oct 30th left Nov 17th

(8) October 21st, Job Fair Chamber of Commerce Frisco Mall
15 people signed up at KURM booth (no one followed up seeking an interview)

(9) October 25th Radio Ad attached seeking program and sales personnel

No response.

CONCLUSION- My observation is that too many applicants fall into several catagories which virtually assures non effective results. including-

- (a) Personnel who have lost employment elsewhere for various reasons...including downsizing by major employers. In most cases high paying jobs and applicant seeking similar pay- which may have been the reason they were let go.
- (b) Personnel who have serious personal issues such as alcohol induced health issues or addictive problems.
- (c) Some of the short term employees simply fail to show up on time and have serious attendance records. Some employees simply didn't have a drivers license due to previous DWI's and had to rely on family members for transportation.

In short...when unemployment is 2%, and hiring signs are displayed all over town, you're simply left with the "bottom of the barrel.

Page 5-

Attached are exhibits of various advertising run on radio and in the newspaper as well as postings in various media outlets.

Sincerely

KERM INC

Kermit Womack President Subject: Re: Help Wanted Ad

From: "Tammy Rusher" < trusher@nwadg.com>

Date: 1/15/2019, 1:32 PM

To: <kurm@kurm.net>

Ad usher@nwadg.com>

Pleas Cancel. No Rosults

Thankyour recruitment ad.

Thankyour

1/15/2019

Hello,

I was checking back with you on your recruitment ad.

It is still up on our website.

If I need to run in print again, please let me know.



Thanks
Tammy Rusher
Recruitment Advertising Specialist | trusher@nwadg.com
479-571-6412

Northwest Arkansas Democrat-Gazette Our community. Our paper.

Roles Ad Jan 14, 2014

Rocko

HELP

IN A TIME WHEN UNEMPLOYMENT IS OUR AREA IS ABOUT 21.5%...ITS OBVIOUSLY A CHALLENGE TO FIND QUALIFIED PEOPLE WHO WANT A JOB. But I believe that in our listening audience...there are people who would find one of our positions here at KURM RADIO...to be of interest.

The station would like to interview prospective personnel for our accounting job opening. This position is about 30 hours per week...with those hours flexible to suit the worker. It consists of managing our duick books system entering charges and credits...and our payroll for a staff of about 10, who receive pay-checks twice a month...(even during a government shut-down) It is highly desirable that the employee would know something about KURM RADIO and have general information about the busienss community. The position pays \$20 per hour.

KURM would also like to add personnel to its advertising staff...and while it is not necessary that someone have sold radio advertising...it is desirable that the employee have had some sales experience...so that they understand some of the characteristics with which a salesman confronts. IT IS EXTREMELY IMPORTANT THAT A KURM SALES PERSON, UNDERSTANDS THEY WORK FOR THE BUSINESSMAN... AND THAT FIRST AN FOREMOST, THE STATION EXPECTS THE EMPLOYEE TO ALWAYS HAVE THE BUSINESSMAN"S BEST INTEREST AT HEART.

And KURM would like to add a person to its news and programming staff.... we can train someone with an aptitude to do this job, which will include some on air work...possibly some sports announcing, if the person has an aptitude, and news writing.

KURM is community involved radio...in its 40th year...so if vou have an interest in visiting with the station about any of these positions...please send or hring your resume to KURM . 113 East News Hope... our fax is 631-9711...our Web site is www.kurm.net

WE ARE AN Equal Offortunity Employed -

Masted, NWALC

Do you enjoy Selling?

Then earn extra income with a <u>part-time</u> position in KURM Radio's Sales Department.

Base salary plus commission

KURM AM/FM Radio has served the community for the past 40 years. We are conveniently located at 113 E. New Hope in Rogers.

Email resume to <u>Kurm@Kurm.net</u> or call Diane at (479) 633-0790.

Equal Opportunity Employer

March 2019

Colohy!

Sales Position Open

Do you have sales experience? Do you enjoy selling on the phone? Then KURM Radio has the perfect job for you: selling radio advertising. Work Monday through Friday from 8:00 a.m. to 3:00 p.m. Earn good hourly wage, plus commission and felli ;

Send resume to: **KURM Radio**113 East New Hope Road
Rogers, AR 72758

Or e-mail kurm@kurm.net

KURM is an equal opportunity employer.

Chamber Networking & Educational Events

The Rogers-Lowell Area Chamber of Commerce hosts a variety of events to help build your network and learn. Below are the upcoming events to note. For more event details and to register, visit us online at RogersLowell.com.

Featured Upcoming Events





Presented By | Scooter's Coffee & Servpro Hosted By | Scooter's Coffee @ Frisco Station Mall Address | 1887 W. Walnut St., Rogers





Presented By | The Arkansas 529 College Investment Plans Hosted By | Rogers-Lowell Area Chamber of Commerce Address | 317 W. Walnut St., Rogers





Presented By | Chambers Bank Hosted at | Chambers Bank Address | 4201 W New Hope Rd., #101, Rogers





Presented By | Lewis Automotive Group Location | NWACC Shewmaker Center for Workforce Technology (Walmart Auditorium) 1000 S.E. Eagle Way, Bentonville

Every Wednesday



Presented By | Benchmark Group March Host Sponsor **NWA Getaways Dream Vacations** Location | Golden Corral in Rogers 2605 W Pleasant Crossing Dr., Rogers

Quick Reference Calendar | MARCH

Business Building Events

Upcoming Meetings

View complete calendar at RogersLowell.com

3.5 | Hustle In Heels: Pop-Up Event - Brewery Tour

5:30 p.m. - 7:00 p.m. | Ozark Brewing Co. 05

3.7 | Small Business Council Meeting

8:30 a.m. - 9:30 a.m. | Rogers-Lowell Area Chamber of Commerce 07

3.7 | Hustle in Heels Committee Meeting MAR

9:30 a.m. - 10:30 a.m. | Rogers-Lowell Area Chamber of Commerce

3.8 | Government Affairs Committee/Large Industry Council Meeting MAR 80

11:30 a.m. - 1:30 p.m. | Rogers-Lowell Area Chamber of Commerce

3.12 | Coffee Connection

07

12

7:30 a.m. - 8:30 a.m. | Scooter's Coffee @ Frisco Station Mall

3.13 | Visit Rogers Advertising & Promotion Commission Meeting

4:00 p.m. - 5:00 p.m. | Rogers-Lowell Area Chamber of Commerce 13

MAR 3.14 | Ambassador Meeting

11:00 a.m. - 12:30 p.m. | Rogers-Lowell Area Chamber of Commerce 14

3.20 | Chamber Tutorial MAR

8:30 a.m. - 10:00 a.m. | Rogers-Lowell Area Chamber of Commerce 20

3.21 | Business After Hours

5:00 p.m. - 6:30 p.m. | Chambers Bank



Hug 2019

HELP

THE COLONEL HERE... ATHLETIC TEAMS AREN'T THE ONLY ONES TRYING TO RECRUIT...

KURM RADIO...AS WE LOOK TO THE FALL...ARE INTERESTED IN RECRUITING SOME

MEN OR WOMEN INTERESTED IN JOINING OUR TEAM.

WITH THE FALL FOOTBALL SEASON...NOT TOO FAR AWAY...I"M INTERESTED IN HIRING
A STAFF MEMBER WHO CAN DO SPORTS "PLAY BY PLAY". THAT INDIVIDUAL...WILL HAVE
OTHER PROGRAMMING DUTIES IN ADDITION TO SPORTS... SO IF YOU THINK THIS MIGHT BE
OF INTEREST...GIVE ME A CALL, OR SEND ME A RESUME...AND WE"LL TALK.
WE"RE ALSO INTERESTED IN ADDING SOMEBODY TO WORK IN OUR NEWS AND ANNOUNCING DEPT...

THIS IS A FULL TIME POSITION...44 HOURS A WEEK...AND SUCH QUALITIES AS
THE ABILITY TO READ WITH MEANING...CLEAR VOICE...ABILITY TO WRITE NEWS STORIES...
ARE REQUISITES.

AND OUR SALES STAFF...HAS AN OPENING FOR A PERSON TO DO TELEMARKETING...WHICH ENTAILS NOTIFYING AREA BUSINESSES OF SPECIAL PROGRAMS ON THE RADIO STATION. THAT POSITION IS A 5 DAY A WEEK JOB...6 HOURS PER DAY...AND INDIVIDUALS ARE PAID A BASE HOURLY RATE OF PAY...PLUS A COMMISSION PERCENTAGE.

IF YOU"RE INTERESTED IN DISCUSSING ANY OF THESE POSITIONS...PLEASE CONTACT THE COLONE OR DIANE...AT KURM RADIO STATION. KURM IS AN EQUAL OPPORTUNITY EMPLOYER.

TSR – Telephone Sales Representative

Kurm Radio - Rogers, AR 72758 Part-time

Apply Now

Save this job

Indeed Indeed

X

KURM Radio is looking for an experienced TSR - Telephone Sales Representative.

If you enjoy speaking with people, we might have the perfect job for you. The right candidate will possess the ability to make **outbound** calls daily to create sales in new accounts and cultivate new opportunities within existing accounts. As a telephone sales representative, you make outbound calls and work with customers to sell airtime, radio spots that advertise the customer's products or services.

A Telephone Sales Representative must be pleasant and enthusiastic about what our company has to offer. This excitement must come through on every call to guarantee that customers enjoy speaking to you and want to learn more about Kurm's advertising opportunities. As a representative, you will get the chance to prepare personalized ad copy that resonates and engages audiences.

Job Responsibilities

- Service current accounts or contact businesses to start new accounts
- Must identify decision makers and establish a relationship
- Encourage airtime purchases by using prepared script
- Obtain and confirm customer's written ad narrative
- — Collect pre-payment, when appropriate.
- Role often requires solid interviewing/selling/persuasion skills to close sales
- Expected to meet sales goals
- Document and process orders promptly and accurately
- Tasks include updating relevant customer information including but not limited to: main contact, address, and phone numbers.
- Follow organization protocols to maintain quality and accuracy and guarantee customers receive exceptional service.

The ideal candidate is reliable and prompt; able to communicate clearly and professionally with internal and external customers. Excellent organizational skills and accuracy are important qualifications for this position. As a TSR, you can relax and enjoy your day in an office while making connections.

Key Competencies

- Exhibit excellent verbal and written communication skills
- Maintain excellent attendance/punctuality record
- Professional attitude and positive personality are key to success.
- Be goal oriented, self-disciplined, and self-motivated to produce results.

KURM, 790 AM and 100.3 FM, radio station is a broadcasting and media production company. We broadcast news, talk, local sports, farm information, community engagement and events programming for the northwest Arkansas and tri-state region.

Come work for the "Mighty 790!" We are an Equal Employment Opportunity (EEO) Employer.

0019, 2019

Anniverscery Speak

SALES

KURM RADIO HAS AN IMPORTANT DATE COMING UP IN NOVEMBER...KURM WILL BE OBSERVING ITS COMPLETION OF 40 YEARS OF SERVICE TO THE REGION. ITS COMMUNITY INVOLVEMENT FORMAT...WHICH HAS BEEN THE HALLMARK OF THE STATION...THE INGREDIENT WHICH SEPERATES KURM FROM ALL OTHERS...CONTINUES.

AS WE MOVE THRU THE FALL AND INTO THE WINTER...WE"RE DETERMINED TO BUILD UP OUR ADVERTISING SALES STAFF. AND WE THINK...HEREIN IS A GREAT OPPORTUNITY FOR EMPLOYMENT...THAT WOULD BE CONVIENIENT AND REWARDING FOR A VARIETY OF INDIVIDUALS. OUR TELEPHONE SALES STAFF...WORK A 6 HOUR DAY ... AND HERE"S WHY I SAY THAT: THEY WORK IN A CLEAN...COMFORTABLE WORKPLACE. NO TRAVEL...IN TH IS CONGESTED NORTHWEST ARKANSAS. AND INDIVIDUALS WHOSE AGE...OR HEALTH CONDITIONS MIGHT BE LIMITATIONS IN MANY JOBS...CAN BE SUCCESSFUL. IF ONE DOES A GOOD JOB...HE OR SHE CAN EARN VERY NICE PAY. AND AS AN ENCOURAGEMENT I:M PLEASED TO PROVIDE A \$1000 SIGNING BONUS. LIKE I SAID...WE"RE INTERESTED IN TALKING WITH INTERESTED MEN OR WOMEN ABOUT THE OPPORTUNITIES AT KURM. IF INTERESTED SEND YOUR RESUME OR STOP BY AND FILL OUR AN APPLICATION. KURM IS LOCATED IN ROGERS ARKANSAS AT 113 EAST NEW HOPE. OUR WER ADDRESS IS WWW.KURM.NET. SALES COORDINATOR IS DIANE WOMACK. AND KURM IS AN EQUAL OPPORTUNITY 'EMPLOYER.

TERMS OF SIGNING BONUS

- (1) TO QUALIFY INDIVIDUAL MUST COMPLETE THREE MONTHS (90 DAYS) SATISFACTORY, EMPLOYMENT...MEETING ESTABLISHED SALES GOALS.
- (2) UPON COMPLETION OF 3 MONTHS SATISFACTORY SERVICE...THE BONUS WILL BE PAID AT \$250 PER MONTH, FOR THE NEXT FOUR MONTHS OF SATISFACTORY SERVICE.
- NOTE- SATISFACTORY SERVICE WILL REQUIRE REASONABLE ATTENDANCE...AND MEETING OF ESTABLISHED SALES GOALS. PEFORMANCE WILL INCLUDE PROPER ATTENTION TO SERVICE REQUIREMENTS...AND HONESTY IN CLIENT REPRESENTATION.



WEDNESDAY, OCT. 21, 2019

10:00 A.M. - 3:00 P.M.

Frisco Station Mall | 100 N. Dixieland Rd., Rogers



Exhibitor Application Form

This form serves as your contract. Please carefully read the terms of the contract outlined in the registration materials before signing. Return via mail to 317 W. Walnut St., Rogers, AR 72756. Applications are due 5 business days before the event.

Exhibitor Information - Please print	
Business Name (as it should read on all promotional materials):	
Contact Name: Dia 11e Womac K	
Address: 113 East Now Hope Boad	
City: Roge VS . State: Ark	1, zip: 12758
Phone: 633-0790 Email (required): KURM C KURM, Net	
Booth Specifications Please reserve the following booths for my company:	Booth fee includes:
Quantity 0 - /)	• 10'x 8' Booth Space
Member Booth \bigcirc @ \$250 = \$ \bigcirc \$	Pipe & Drape
Non-Member Booth @ \$400 = \$	8´Table
Premium Booth Upgrade @ \$100 = \$ (limited supply available)	Two Chairs
Late Registration Fee @ \$50 = \$ (For registration within 5 days of event) Additional Lunch(es) @ \$15 = \$	Booth Sign
Total= \$	Two Exhibitor Lunches
10tai= 3	Wireless Internet
Do you need electricity? Yes No	
Please note: Booths will be assigned in the order in which the applications and payments are received. We will make every effort to accommodate your request. Premium location booths are reserved for Sponsors. Premium booth locations not reserved by Sponsors are available for an additional fee of \$100.00.	
Payment Information – Please specify only one ☐ Enclosed is my check payable to the Rogers-Lowell Area Chamber of Commerce for \$ 250. Mail to: Rogers-Lowell Area Chamber of Commerce, 317 W. Walnut, Rogers, AR 72756	
☐ Please invoice my company (available to Rogers-Lowell Area Chamber of Commerce members ONLY). Please note, exhibitor space will not be confirmed until payment has been received.	
Exhibitor space will not be guaranteed without payment in full. I have read and agree to the terms of the contract for exhibit space. By signing, I commit to participate in the 2019 NWA Spring Job Fair according to the terms stated. I understand that contracts are due 5 business days before the event . CANCELLATION POLICY: Refunds are not accepted within 48 hours of event .	
	П
Authorized Signature D	ate \$13, 2019
For Office Use Only:	
Booth Level Pmt Date Mem Conf	

HELP

KURM RADIO IS INTERESTED IN HIRING A COUPLE OF PART TIME ENPLOYEES...

I'M THINKING OF TWO POSSIBLE CATAGORIES. MAYBE SOME HIGH SCHOOL OR COLLEGE

STUDENT, WITH A GOOD VOICE WHO MIGHT LIKE TO WORK ON WEEK-ENDS...OR NIGHTS.

WE CAN TEACH THEM THE JOB...AND ITS AN OPPORTUNITY TO EARN SOME EXTRA MONEY...

THE OTHER POSSIBLITY IS SOME OLDER PERSON WHO WOULD LIKE TO WORK PART TIME

SUCH AS SUN DAY NIGHT...OR WEEK-ENDS.

IF YOU THINK YOU"D BE INTERESTED IN LEARNING MORE...GET IN CONTACT WITH THE STATION...EITHER BY E-MAILING US AT KURM AT KURM.NET...OR DROP OFF YOUR RESUME.

AND AS WE MOVE INTO THE WINTER I"M INTERESTED IN HIRING A FULL TIME PERSON

TO WORK IN OUR NEWS AND SPORTS DEPARTMENT. EXPERIENCE WOULD BE HELPFUL...

BUT SOMEONE WITH NEWS AND WRITING QUALIFICATIONS WOULD BE A POSSIBILITY.

AND AS ALWAYS...WE"RE INTERESTED IN ADDING PERSONNEL TO OUR ADVERTISING STAFF...

GOOD PAY...AND COMMISSION...PLUS AN OPPORUTNMITY TO EARN A 1000 DOLLAR SIGINING

BONUS. KURM IS A GREAT PLACE TO WORK...IF YOU"RE INTERESTED IN YOUR COMMUNITY...

E-MAIL OR DROP OFF YOUR RESUME AT THE STATION. WE"RE AN EOUAL OPPORTUNITY EMPLOYEER.