

**ANNUAL EEO
PUBLIC FILE REPORT**

System: Customer Service Center
 For Calendar Year: 2016
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I. Job Vacancies Filled - List all job vacancies filled by job title and the recruitment sources used, including their address, contact and phone number.
 Highlight the name of the recruitment source that referred the candidate who filled the position.

Position	Date Filled	Recruitment Sources
Account Executive - Commercial	10/31/2016	<u>indeed.com, careerbuilder.com,</u> <u>Butler Eagle, Pgh Technology Council</u> <u>linkedin.com</u>
Technical Support Rep	2/8/2016	<u>Company website, Butler Co. Comm. College</u>
	3/14/2016	<u>careerbuilder.com, Butler Eagle, indeed.com,</u>
	6/27/2016	<u>craigslist.org, linkedin.com, monster.com,</u>
	8/16/2016	<u>callcenterjobs.com, Post-Gazette, Robert Half</u>
	10/17/2016	<u>ladders.com, internal recruiter</u>
	12/13/2016	
Customer Service Rep	1/4/2016	<u>company website, careerbuilder.com, Butler Eagle</u>
	3/14/2016	<u>Butler Co. Comm. College, callcenterjobs.com,</u>
	6/27/2016	<u>civilianjobs.com, linkedin.com, indeed.com</u>
	8/1/2016	<u>internal recruiter, Post-Gazette, craigslist,</u>
	12/13/2016	<u>employee referral,</u> <u>central station alarm association, Erie Daily Times</u>
Lineman	5/31/2016	<u>Butler Co. Comm. College, Butler Eagle, indeed</u>
	7/11/2016	<u>careerbuilder, linkedin, internal recruiter, company</u> <u>website, callcenterjobs.com, fireandsecurityjobs.net</u>
Technician 3	8/8/2016	<u>indeed, careerbuilder, Butler Eagle, Compugroup,</u>

II. Total number of persons interviewed: 128

III. Total number of interviews by recruitment source:

Source	#Interviewed
Butler Co. Comm College	12
Butler Eagle	37
Callcenterjobs.com	4
Careerbuilder	7
Company website	17
Craigslist	2
Erie Daily Times	1
Indeed	28
Linkedin	8
Internal recruiter	4
Monster	4
Pittsburgh Tech Council	2
Raeder Landree	2

IV. Recruitment Initiatives - briefly list and describe the initiatives taken the preceding year:

internal job postings, enhanced referral bonus program, online postings
PA Office of Vocational Rehab, Glade Run Lutheran Services, United Way