

**ANNUAL EEO
PUBLIC FILE REPORT**

System: Customer Service Center, PA
 For Calendar Year: 09/01/2019 - 08/31/2020
 Prepared By: Dana Muth

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
Blend 1	2/10/2020	Internal Job Posting
Central Dispatcher	1/31/2020	Internal Job Posting, Company Website
Commercial Administrative & Customer Agent	6/19/2020	Internal Job Posting
Commercial MPLS Support Engineer	10/4/2019	Internal Job Posting
Commercial Network Operations Center Technician	1/8/2020	Internal Job Posting
Construction Foreman	6/23/2020	Internal Job Posting
Construction Foreman	5/18/2020	Internal Job Posting
CSR Sub Supervisor	10/28/2020	Internal Job Posting
Draftsman	9/16/2019	Internal Job Posting, Glassdoor
Facilities Engineer	1/20/2019	Internal Job Posting, Agency, Company Website
Fiber Splicer	8/27/2020	Company Website
Fiber Splicer	8/27/2020	Company Website, Indeed
FT CSR	2/10/2020	Internal Job Posting
FT CSR	3/12/2020	Internal Job Posting
FT CSR 2	11/19/2019	Internal Job Posting
FT CSR Lead	11/15/2019	Internal Job Posting
FT CSR Lead	11/19/2020	Internal Job Posting
FT Retention Agent	12/18/2019	Internal Job Posting
FT Technical Support Lead	5/21/2020	Internal Job Posting
FT TSR	4/6/2020	Internal Job Posting
FT TSR 1	12/18/2019	Internal Job Posting
FT TSR 1	12/18/2019	Internal Job Posting
FT TSR 2	2/14/2020	Internal Job Posting
Full Time CSR	7/9/2020	Internal Job Posting
Full Time CSR	7/9/2020	Internal Job Posting
Full Time CSR 1	11/15/2019	Internal Referral, Indeed, Internal Posting
Inside Sales & Retention Supervisor	6/9/2020	Internal Job Posting
Inside Sales & Retention Agent	8/6/2020	Employee Referral, Company Website
Lead Draftsman	6/19/2020	Internal Job Posting
Lineman 1	12/20/2019	Indeed, Company Website, Facebook, Internal Posting, Job Fair
Lineman 1	12/20/2019	Company Website, Indeed, Facebook, Internal Posting, Job Fair
Lineman 1	3/3/2020	Indeed, Company Website, Facebook, Internal Posting, Job Fair
Lineman 1	2/21/2020	Company Website, Indeed, Facebook, Internal Posting, Job Fair
Lineman 1	3/3/2020	LinkedIn, Indeed, Company Website, Facebook, Internal Posting
Lineman 1	6/10/2020	Company Website, Indeed, Facebook, Internal Posting, Job Fair
Lineman 1	4/30/2020	Indeed, Company Website, Facebook, Internal Posting, Job Fair
Lineman 1	5/29/2020	Indeed, Company Website, Facebook, Internal Posting, Job Fair
Lineman 1	7/8/2020	Company Website, Indeed, Facebook, Internal Posting, Job Fair
Lineman 1	5/15/2020	Indeed, Company Website, Facebook, Internal Posting, Job Fair
Lineman 1	5/29/2020	Company Website, Indeed, Facebook, Internal Posting, Job Fair
Lineman 1	6/23/2020	Company Website, Indeed, Facebook, Internal Posting, Job Fair
Lineman 1	7/15/2020	Company Website, Indeed, Facebook, Internal Posting, Job Fair
Lineman 1	7/1/2020	Company Website, Indeed, Facebook, Internal Posting, Job Fair
Lineman 1	7/13/2020	Indeed, Company Website, Facebook, Internal Posting, Job Fair
Lineman 1	7/23/2020	Indeed, Company Website, Facebook, Internal Posting, Job Fair
Lineman 1	8/27/2020	Facebook, Indeed, Company Website, LinkedIn, Internal Posting
Lineman 1	7/23/2020	Indeed, Company Website, Facebook, Internal Posting, Job Fair
Lineman 1	8/27/2020	Indeed, Company Website, Facebook, Internal Posting, Job Fair
NOC Technician	2/26/2020	Company Website, Indeed, Facebook, Internal Posting, Job Fair
Operations Technician	12/16/2019	Internal Job Posting
Outside Plant Engineer	9/27/2019	Internal Job Posting, Company Website
Part Time Customer Service Representative	9/4/2019	Company Website
Part Time Customer Service Representative	9/4/2019	Indeed
Part Time Customer Service Representative 1	1/8/2020	Indeed, Company Website
Part Time Customer Service Representative 1	1/17/2020	Indeed, Company Website
Part Time Customer Service Representative 1	1/17/2020	Company Website, Indeed
Part Time Customer Service Representative 1	1/28/2020	Indeed, Company Website
Part Time Technical Service Support Representative	9/18/2019	Company Website
Part Time Technical Service Support Representative	10/9/2019	Company Website
Part Time Technical Service Support Representative	10/17/2019	Company Website
PT Customer Service Rep 1	1/31/2020	Company Website, Indeed
PT Customer Service Representative 1	8/4/2020	Indeed, Job Fair, Company Website
PT Customer Service Representative 1	8/6/2020	Indeed, Job Fair, Company Website
PT Technical Service Representative 1	8/31/2020	Company Website, Indeed, Glassdoor, Internal Posting, Job Fair
PT Technical Service Representative 2	8/31/2020	Company Website, Indeed, Glassdoor, Internal Posting, Job Fair
PT Technical Service Representative 3	8/31/2020	Company Website, Indeed, Glassdoor, Internal Posting, Job Fair
PT Technical Service Representative 4	6/9/2020	Company Website, Indeed, Glassdoor, Internal Posting, Job Fair
PT Technical Service Representative 5	6/9/2020	Internal Posting, Company Website, Indeed, Glassdoor, Job Fair
PT Technical Service Representative 6	6/25/2020	Company Website, Indeed, Glassdoor, Internal Posting, Job Fair
PT Technical Service Representative 7	6/25/2020	Company Website, Indeed, Glassdoor, Internal Posting, Job Fair
PT Technical Service Representative 8	6/24/2020	Company Website, Indeed, Glassdoor, Internal Posting, Job Fair
PT Technical Service Representative 9	6/26/2020	Company Website, Indeed, Glassdoor, Internal Posting, Job Fair
PT Technical Service Representative 10	7/1/2020	Indeed, Company Website, Glassdoor, Internal Posting, Job Fair
PT TSR 1	1/14/2020	Internal Posting, Indeed, Employee Referral, Glassdoor, Company Website
PT TSR 1	1/14/2020	Company Website, Internal Posting, Indeed, Employee Referral, Glassdoor
PT TSR 1	1/14/2020	Company Website, Internal Posting, Indeed, Employee Referral, Glassdoor
PT TSR 1	1/14/2020	Glassdoor, Internal Posting, Indeed, Employee Referral, Company Website
Retention Supervisor	1/31/2020	Internal Job Posting, Indeed, Company Website, LinkedIn
Construction Lineman	9/16/2019	Indeed, Company Website, Employee Referral
Construction Lineman	10/21/2019	Company Website, Indeed, Employee Referral
Facilities Engineer	10/21/2019	Internal Job Posting, Indeed, Employee Referral, Agency

II. Total number of persons interviewed:

230

III. Total number of interviews by recruitment source:

Source	#Interviewed
Indeed	65
Glassdoor	2
LinkedIn	2
Company Website	59
Internal Posting	82
Job Fair	6
Agency	8
Employee Referral	5
Facebook	1

230

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

Conducted Virtual Job Fair, Enhanced the Indeed Employer Brand, Instituted Weekly Internal Job Posting, Ensured Company Website was up to date