

**ANNUAL EEO
PUBLIC FILE REPORT**

System: Customer Service Center, Butler PA
 For Calendar Year: 9/1/2020 - 8/31/2021
 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
Copyright Infringement Agent	Active	Internal Applicant
Retention Agent	Active	Internal Applicant, Indeed, Indeed Free
PT Customer Service Rep	Closed	
Systems Analyst	Active	Indeed Free, Company Website, LinkedIn+Limited
PT Technical Support Rep	Closed	
CSR Blended Supervisor	Active	Internal Applicant
PT Technical Support Rep	Active	Indeed, Company Website, Indeed Free, Site Applicant
PT Customer Service Rep	Active	Company Website, Indeed, Site Applicant, Indeed Free, Internal Applicant
Facilities Engineer	Active	Indeed, Company Website, Indeed Free, Internal Applicant
CSR Universal Agent	8/9/2021	Internal Applicant
Business Intelligence Sol Dev	7/20/2021	Company Website, LinkedIn+Limited, Indeed Free
PT Technical Support Rep	Active	Indeed, Indeed Free
Retention Agent	8/18/2021	Internal Applicant, Indeed, Indeed Free
Full Time CSR	7/28/2021	Internal Applicant, Company Website, ZipRecruiter Free, Glassdoor,
	7/29/2021	Indeed Free, Site Applicant
Director of Engineering	Closed	
Technical Support Lead	7/23/2021	Internal Applicant
Customer Experience Specialist	Active	Company Website, Grabjobs Free, Site Appl, Indeed Free, Internal Appl LinkedIn+Limited
Work Force Analyst 1	6/10/2021	Internal Applicant, Company Website
Director of Engineering	Active	Indeed, LinkedIn, Internal Applicant, Hamilton Barnes, Indeed Free Company Website, LinkedIn+Limited, Genesis 10
PT Customer Service Rep	7/8 & 7/9/21	
	6/16 & 6/30/21	Indeed, Company Website, Indeed Free
PT Technical Support Rep	6/14, 6/17, 6/25	Indeed, Company Website, BC3, Indeed Free, Site Appl, Internal Appl
	6/28,7/2,7/9/21	College Central
PT Customer Service Rep	6/8/21 & 6/9/21	Indeed Free, Indeed, Company Website, Internal Applicant

BI Solution Developer	5/24/2021	Company Website , LinkedIn+Limited, Indeed Free, Pyramid Consulting Insight Global
Solution Developer	6/3/2021	Raeder Landree, Inc. , Indeed Free, Internal Applicant, LinkedIn+Limited
Systems Analyst	5/21/2021	Pyramid Consulting Group , LinkedIn+Limited, Internal Appl, Indeed free Company Website
CSR Lead	4/28/2021	Site Applicant , Posting Response
Full Time Billing Agent	4/12/2021	Internal Applicant , Company Website, Indeed Free, ZipRecruiter Free
FT Customer Service Rep	3/25 & 3/29/21	Internal Applicant , Company Website
PT Customer Service Rep 1	Closed	Indeed
Draftsman	5/20/2021	Company Website , Internal Applicant, LinkedIn+Limited, ZipRecruiter Free Indeed Free, Site Applicant
Telephone Provisioning Agent	3/26/2021	Internal Applicant , Indeed Free, Company Website
PT Customer Service Rep 1	3/12,3/17,3/18 5/4,5/4,&5/5/21	Indeed , Glassdoor , Indeed Free , Indeed Sponsored , employee lead Company Website, Site Applicant
PT Technical Support Rep	4/30 & 5/3/21	Indeed , Indeed Sponsored , Company Website, LinkedIn+Limited Indeed Free, Site Applicant
Network Architect	Active	Hamilton-Barnes, LinkedIn+Limited, LinkedIn, Indeed, Internal Applicant Indeed Free, Company Website, GDT, GEN10, Indeed Sponsored
Fiber Splicer	4/13/2021	Internal Applicant , Indeed, Company Website, Indeed Free, Internal Appl Site Applicant, LinkedIn+Limited
Drafter/Designer	3/3/2021	Internal Applicant , Indeed Free, LinkedIn+Limited
FT Retention Agent	5/3/2021	Site Applicant , Company Website, Indeed Free
PT Sales Agent	Closed	Indeed, Indeed Free, Indeed Sponsored, Internal Applicant
FT CSR	3/4 & 3/4/21	Internal Applicant , Company Website, Site Appl, Indeed Free, ZipRecruiter
FT CSR	1/7 & 1/7/21	Internal Applicant , Glassdoor, Company Website
PT Technical Support Rep	1/8, 2/5, 2/16 2/18, 3/2/2021	Indeed , BC3 , Company Website , Indeed Free , Monster Paid, Site Applicant, Linked+Limited, ZipRecruiter Free
PT Technical Support Rep	12/11/2020	Indeed , Ruthann McConely , BC3 , Company Website , ZipRecruiter Free, Site Applicant, Indeed Free
PT Customer Service Rep 1	1/18, 1/20 1/22/2021	Glassdoor , Indeed , Company Website , Indeed Free, ZipRecruiter Free
FT Technical Service Rep	1/8/2021	Indeed Free , Company Website
CSR Universal Agent 1	1/19, 1/19/21	Internal Applicant , Company Website
Project Coordinator 1	3/23/2021	Indeed Free , LinkedIn+Limited, Company Website, Internal Applicant, Indeed Sponsored
FT Technical Service Rep	12/11, 12/21 & 12/23/2020	Company Website , Internal Applicant , Indeed Free
Draftsman	1/4/2021	Indeed Free
Outside Plant Engineer	8/23/2021	TekCom , Company Website, LinkedIn+Limited, Indeed Sponsored,

		Indeed Free, Indeed, Internal Applicant
Systems Analyst	12/16/2020	Raeder Landree, Company Website, LinkedIn+Limited, Indeed Free
		Site Applicant, Internal Applicant
Service Desk Analyst	12/17/2020	Company Website, ZipRecruiter Free, Indeed Free, Internal Applicant
		Site Applicant, Internal Applicant
FT Retention Agent 1	12/21/2020	Indeed Free, Company Website, Internal Applicant, Site Applicant
PT Retention Agent 1	Closed	Indeed, ZipRecruiter Free, Company Website, Indeed Sponsored,
		Site Applicant, Indeed Free
Inside Sales Agent	11/17/2020	Company Website, Indeed, Glassdoor, Indeed Free, Site Appl, Internal Appl
PT Customer Service Rep 1	11/5 & 11/6/20	Indeed, Indeed Free, Company Website, Glassdoor, Site Applicant
Customer Experience Specialist	11/24/2020	Site Applicant, Company Website, Indeed Free,
FT Technical Service Rep	10/15&11/1/20	Company Website, Internal Applicant
FT Customer Service Rep	10/29/2020	Company Website, Internal Applicant, Site Applicant
Plant Operations Engineer	1/4/2021	Internal Applicant, Indeed Free, Company Website
Inside Sales Agent	10/5/2020	Internal Applicant
FT Technical Support Lead	11/17/2020	Internal Applicant, Company Website
FT Technical Service Rep	Closed	
PT Technical Support Rep	10/15/2020	Indeed, Indeed Free, Company Website, Site Applicant
Draftsman	11/23/2020	Company Website, Indeed Free, LinkedIn+Limited, Indeed, Site Applicant
		ZipRecruiter Free, Glassdoor
Project Mgr-Network Dev	Active	Company Website, Glassdoor, Indeed Free, Site Applicant
Construction Foreman	12/16/20&3/26/21	Indeed Free, Indeed, Company Website, LinkedIn+Limited, Indeed Sponsored
Lineman 1	9/3/20,10/8/20	Company Website, Indeed Free, Glassdoor, LinkedIn+Limited
	12/1/20,2/2/21	
	3/26/21,4/13/21	
	5/18/21,7/13/21	
	8/24/2021	
Lineman 2	Active	Indeed Free, Company Website, Glassdoor, Site Appl, LinkedIn+Limited
Field Operations Trainer	2/18/2021	Internal Applicant, Indeed Free
Field Operations Trainer	Closed	
PT Technical Support Rep	Closed	Indeed Free, Company Website

II. Total number of persons interviewed:

359

III. Total number of interviews by recruitment source:

Source	#Interviewed
Indeed Free	73
Company Website	80
Indeed	89
Indeed Sponsored	6
LinkedIn+Limited	1

LinkedIn	3
Raeder Landree, Inc.	2
ZipRecruiter Free	1
Site Applicant	6
Pyramid Consulting	1
Insight Global	1
Glassdoor	6
College Central	1
Internal Applicant	79
TekCom	2
Ruthann McConely	1
Hamilton Barnes	2
BC3	3
Monster Paid	1
Other	1

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

Online postings, company website, internal job postings, college career centers, agency candidates
