

**ANNUAL EEO  
PUBLIC FILE REPORT**

System: Customer Service Center

For Calendar Year: 8/25/2022 - 8/24/2023

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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
Part Time TSR 1 1198	Active	Indeed Free, Company Website
Full Time CSR 1203	Active	
Full Time CSR 1202	Active	Indeed Free, Company Website
Part Time CSR 1205	Active	Indeed, Indeed Free, Company Website
Marketing Coordinator II 1200	Active	Indeed Free, Company Website
Sales/Cust Relations Mgr 1199	Active	Internal Applicant, Company Website
Full Time CSR1195	Active	Company Website, Indeed, Indeed Free, Site Applicant
Lead Draftsman 1194	Active	Indeed Free, Internal Applicant, Company Website
Full Time CSR 1189	Active	Indeed, Company Website, Indeed Free, Internal Applicant
Full Time TSR 1188	Active	Indeed, Indeed Free, Company Website, Internal Applicant, Site Appl
Part Time Universal Agent 1187	7/24/2023	Internal Applicant
Full Time CSR 1185	8/21/2023	Indeed
Solution Developer 1186	Active	Indeed Free, Company Website, Internal Applicant
Full Time CSR 1178	8/2/2023	Indeed
Part Time CSR 1184	7/19/2023	Company Website
Mgr Information Security 1182	Active	Agency Resume, Company Website, Indeed Free, Internal Applicant LinkedIn+Limited
Part Time CSR 1176	7/18/2023	Indeed, Indeed Free, ZipRecruiter Free, Company Website
Collections Agent 1133	8/4/2023	Internal Applicant, Indeed Free, Company Website
Full Time CSR 1169	8/21/2023	Company Website, Indeed
Field Coordinator 1157	Active	ZipRecruiterFree, Indeed Free, Internal Applicant, Company Website Indeed
Universal Agent I 1155	7/21,7/24,7/21/23	Internal Applicant, Site Applicant, Company Website
Part Time CSR 1154	7/12,8/4/2023	Indeed
Mgr Network Design/Drafting 1147	7/17/2023	Internal Applicant, Indeed Free
Drafter 1140	Active	Indeed Free, ZipRecruiter Free, Indeed, LinkedIn+Limited Company Website, Site Applicant

Customer Experience Specialist 1130	5/25/2023	<a href="#">Company Website</a>
Part Time CSR 1138	7/17/2023	<a href="#">Indeed</a> , <a href="#">Indeed Free</a> , <a href="#">Company Website</a> , <a href="#">ZipRecruiter Free</a>
Full time CSR 1132	5/9/2023	<a href="#">Company Website</a>
Full Time CSR 1127	5/31,8/4/2023	<a href="#">Site Applicant</a> , <a href="#">Indeed</a> , <a href="#">Company Website</a> , <a href="#">Indeed Free</a> , <a href="#">LinkedIn+Limited</a> <a href="#">ZipRecruiter Free</a>
Part Time CSR 1 1126	5/26,5/26/23	<a href="#">Indeed</a> , <a href="#">Indeed Free</a> , <a href="#">Company Website</a>
Full Time TSR 1122	4/12/2023	<a href="#">Indeed Free</a>
Part Time TSR 1 1119	5/26/2023	<a href="#">Other</a> , <a href="#">Indeed Free</a> , <a href="#">Site Applicant</a> , <a href="#">Indeed</a> , <a href="#">Company Website</a>
Commercial Inside Sales 1109	5/22/2023	<a href="#">Internal Applicant</a> , <a href="#">Indeed Free</a> , <a href="#">Company Website</a> , <a href="#">LinkedIn+Limited</a>
Universal Agent Supervisor 1113	6/1/2023	<a href="#">Internal Applicant</a> , <a href="#">Site Applicant</a> , <a href="#">Company Website</a>
Part Time CSR 1 1102	4/12,5/22/23	<a href="#">Company Website</a> , <a href="#">Indeed</a> , <a href="#">Indeed Free</a>
Universal Agent 1 1103	Active	
NOC Technician 1112	3/31/2023	<a href="#">Site Applicant</a>
Full Time TSR 1114	4/11/2023	<a href="#">Company Website</a> , <a href="#">Indeed</a>
Application Administrator 1107	5/3/2023	<a href="#">Internal Applicant</a> , <a href="#">Indeed Free</a> , <a href="#">ZipRecruiter Free</a> , <a href="#">Company Website</a>
CSR Rep / Email Chat Agent 1111	5/15/2023	<a href="#">Internal Applicant</a> , <a href="#">Indeed Free</a> , <a href="#">Site Applicant</a> , <a href="#">LinkedIn+Limited</a> <a href="#">ZipRecruiter Free</a>
Technical Service Lead 1106	4/14/2023	<a href="#">Internal Applicant</a>
Central Dispatcher 1108	4/25,4/25/23	<a href="#">Internal Applicant</a> , <a href="#">Company Website</a> , <a href="#">Indeed Free</a> , <a href="#">Site Applicant</a>
Universal Overnight Agent 1100	3/24/2023	<a href="#">Internal Applicant</a> , <a href="#">Indeed Free</a>
Customer Relations Agent 1092	3/8/2023	<a href="#">Indeed</a> , <a href="#">Indeed Free</a> , <a href="#">Internal Applicant</a> , <a href="#">Site Applicant</a> , <a href="#">Company Website</a> <a href="#">Internal Referral</a>
Full Time TSR 1096	3/24,3/28/23	<a href="#">Internal Applicant</a> , <a href="#">Indeed Free</a>
Full Time CSR 1095	5/9,5/30/23	<a href="#">Internal Applicant</a> , <a href="#">Indeed Free</a> , <a href="#">Indeed</a> , <a href="#">Company Web</a> , <a href="#">ZipRecruiter Free</a>
Full Time TSR 1045	2/15,2/15,2/23/23	<a href="#">Internal Applicant</a> , <a href="#">Indeed</a> , <a href="#">Company Website</a> , <a href="#">Indeed Free</a>
Supervisor Inside Sales 1085	4/14/2023	<a href="#">Internal Applicant</a> , <a href="#">Company Website</a> , <a href="#">Indeed Free</a>
Part Time TSR 1 1070	2/23,2/23,4/11/23	<a href="#">Indeed</a> , <a href="#">Company Website</a> , <a href="#">Indeed Free</a>
Part Time TSR 1 1084	4/11,4/12/23	<a href="#">Indeed</a> , <a href="#">Company Website</a> , <a href="#">Indeed Free</a>
Part Time CSR 1 1082	2/22,2/23/23	<a href="#">Indeed</a> , <a href="#">Company Website</a> , <a href="#">Indeed Free</a> , <a href="#">ZipRecruiter Free</a> , <a href="#">Internal Appl</a>
Full Time CSR 1083	4/10,4/6/23	<a href="#">Site Applicant</a> , <a href="#">Indeed Free</a> , <a href="#">Company Website</a> , <a href="#">Indeed</a> , <a href="#">ZipRecruiter Free</a>
PT Custodian/Maintenance 1081	2/23/2023	<a href="#">Company Website</a> , <a href="#">Indeed Free</a>
DocuSign Test Job 1078	Closed	
Manager Central Operations 1063	2/9/2023	<a href="#">Internal Applicant</a>
NOC Supervisor 1074	3/14/2023	<a href="#">Internal Applicant</a> , <a href="#">Company Website</a> , <a href="#">LinkedIn+Limited</a>
NOC Technician 1073	3/21/2023	<a href="#">Internal Applicant</a> , <a href="#">Indeed Free</a> , <a href="#">ZipRecruiter Free</a> , <a href="#">Company Website</a>
Universal Agent 1 1071	5/2/2023	<a href="#">Internal Applicant</a>
Full Time CSR 1068	4/4,4/10/23	<a href="#">Indeed</a> , <a href="#">Indeed Free</a> , <a href="#">Company Website</a> , <a href="#">Site Applicant</a> , <a href="#">ZipRecruiter Free</a> <a href="#">Internal Referral</a>
Part Time CSR 1 1069	1/31,2/6,2/21	<a href="#">Internal Referral</a> , <a href="#">Indeed</a> , <a href="#">Indeed Free</a> , <a href="#">Internal Applicant</a> , <a href="#">Company Web</a>

	2/22,4/10/23	Other
PT Customer Relations Agent 1062	3/16/2023	Indeed, Indeed Free
Drafter 1059	5/11/2023	Internal Applicant, Indeed, Company Website
Cust Experience Specialist 1057	5/25,5/25/23	Internal Applicant, Indeed Free, Company Website
Customer Relations Agent 1055	1/23,1/23/23	Indeed Free
Systems Administrator 1056	1/13/2023	Other
Full Time CSR 1053	2/6,1/30/2/21/23	Internal Applicant, Site Applicant, Company Website, Indeed Free Internal Referral, Indeed
Drafter/Designer 1051	Active	Internal Applicant, Indeed Free, LinkedIn+Limited, Company Website
Inside Sales Agent 1049	2/8/2023	Internal Referral, Indeed Free, Internal Applicant, Indeed, Site Applicant Company Website
Collections Agent 1050	1/24/2003	Internal Applicant, Indeed Free
Full Time CSR 1046	12/23/2022 1/4/2023	Indeed, Indeed Free, Company Website, Site Applicant, Internal Applicant
Part Time TSR 1 1047	2/14/2023	Indeed, Indeed Free, LinkedIn+Limited, Company Website
Full time TSR 1042	1/4/2023	Indeed, Site Applicant
Technical Service Lead 1041	12/20/2022	Internal Applicant
Internet Operations Tech 1039	1/24/2023	Internal Applicant, Company Website
Administrative Assistant 1026	5/1/2023	Indeed Free, ZipRecruiter Free, LinkedIn+Limited, Site Applicant Company Website, Internal Referral
Customer Relations Agent 1027	1/16/2023	Internal Applicant, Indeed Free, Site Applicant, Company Website Internal Referral, Indeed, LinkedIn+Limited
Lead Designer 1024	Active	Internal Applicant, Company Website, Indeed Free
Drafter/Designer 1023	1/10/2023	Internal Applicant, CompanyWebsite, Indeed Free
Technician-Voice Operations 1016	1/31/2023	Company Website, Internal Applicant, Indeed Free
Director OSP Engr & Design 1018	3/28/2023	Internal Applicant, Indeed Free, LinkedIn+Limited, Company Website
Director of Const Admin 1019	3/28/2023	Internal Applicant, Indeed Free, LinkedIn+Limited, Company Website
Universal Agent 1 1012	1/5,1/4, 1/5/23 1/4,1/5,1/27/23 7/25/23,12/20/22	Indeed Free, Company Website, Internal Referral, Indeed, Internal Appl Site Applicant
Full Time CSR 1011	11/16/2022	LinkedIn+Limited
Full Time CSR 1007	11/14/2022	Internal Referral
Work Force Analyst 1 1005	1/13/2023	Internal Applicant, Company Website, Indeed Free
Director-CSC Admin Operations 1002	6/14/2023	Internal Applicant
Manager-Central Operations 993	12/20/2022	Internal Applicant, Company Website
Next Gen Premise Specialist 995	12/20/2022	Internal Applicant, Company Website
Full Time CSR 991	11/14/2022	Company Website
Part Time CSR 1 994	Closed	
Customer Relations Agent 984	10/19,10/20/22	Indeed Free, Company Website, Indeed

Full Time CSR 990	11/14/2022	Indeed Free
FT Servicabiity Agent 988	1/4/2023	Internal Applicant, Indeed Free, Company Website, Site Applicant ZipRecruiter Free
Universal Agent 1 989	12/23/2022	Internal Referral, Site Applicant
Full Time CSR 992	11/7/2022	Internal Referral, Site Applicant, Company Website, Indeed Free Internal Applicant, LinkedIn+Limited, Other
Insite Sales Agent 985	11/14/2022	Internal Applicant, Indeed Free, Site Applicant, Company Website
Collections Supervisor 955	11/8/2022	Internal Applicant, Indeed Free
Full time TSR 932	9/7,8/25,8/25/22	Company Website, Indeed, Internal Applicant, Site Applicant, Other
	9/9,9/9,9/16/22	Indeed Free
	9/19,9/14/22	
	9/20/11/11/22	
	11/16/2022	
Full Time TSR 981	11/7/2022	Other, Company Website, Indeed Free, Indeed
OSP Joint Use Manager 976	Active	Company Website, Indeed Free, Agency Resume, Internal Applicant
Part Time CSR 1 978	Closed	
Part Time TSR 1 958	Closed	
Part Time TSR 1 963	11/11/2022	LinkedIn+Limited, Indeed Free, Company Website, Indeed, Other Site Applicant
Part Time CSR 1 979	11/14,11/14/22	Indeed, Company Website, Indeed Free, Site Applicant
Full time CSR 959	9/19,9/19,9/20	
	9/20,9/20,10/10/22	Company Website, Indeed, Indeed Free, Site Applicant
Custmer Relations Agent 1 970	10/25/2022	Internal Applicant, Indeed Free
Technician 3-Operations 969	11/11/2022	Internal Applicant, Indeed Free
Part Time CSR 1 957	9/21/2022	Indeed
Facilities Manager 967	Closed	Indeed Free, Internal Applicant, Company Website, LinkedIn+Limited ZipRecruiter Free, Indeed, Site Applicant
Network Design Specialist 962	Closed	Internal Applicant, Indeed
CSR 4 Lead 960	Active	Internal Applicant, Indeed Free
Manager, Commercial Ops 953	1/20/2023	Internal Applicant, Indeed Free, Other, LinkedIn+Limited
Retention Supervisor 952	11/22/2022	Internal Applicant, Indeed Free, Company Website
Field Construction Mgr 954	3/10/2023	Internal Applicant, LinkedIn+Limited, Indeed, Site Applicant, Indeed Free Company Website, Agency Resume
Inside Sales Agent 950	11/2/2022	Internal Applicant, Indeed Free, Company Website
Part Time Billing Agent 949	Active	Indeed Free, Company Website, Site Applicant, Internal Applicant LinkedIn+Limited, ZipRecruiter Free
Project Mgr-Const 928	Active	Indeed Free, Company Website, Agency Resume, Internal Referral LinkedIn+Limited, Site Applicant
Business Account Exec 1072	3/15/2023	Internal Applicant, Indeed Free, Indeed Company Website

Systems Analyst 1141	6/26/2023	Internal Applicant, Indeed Free, Company Website, Agency Resume LinkedIn+Limited
Service Desk Analyst 1128	6/22/2023	Company Website, Indeed Free, Internal Applicant, Site Applicant Agency Resume, ZipRecruiter Free, LinkedIn+Limited
Solution Dev BI 1086	3/7/2023	Agency Candidate, LinkedIn+Limited, Indeed Free, ZipRecruiter Free Company Website, Other
Database Admin 1025	1/5/2023	Internal Applicant, Indeed Free, Company Website, Agency Candidate

II. Total number of persons interviewed: 433

III. Total number of interviews by recruitment source:

Source	#Interviewed
Company Website	46
Indeed Free	69
Indeed	126
Internal Applicant	151
Internal Referral	8
LinkedIn+Limited	4
Site Applicant	10
ZipRecruiter Free	1
Agency Resume	10
Other	8

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

Online postings on Indeed, Indeed Free, ZipRecruiter Free, LinkedIn+Limited. Company website job postings, internal postings.

76.75(b)(2) (viii) - Armstrong Leadership Conference June 21, 2023

76.75(b)(2)(x) - Grove City College Job Fair September 23, 2022 and Butler High School Mock Interview Preparation Day

June 7, 2023

76.75(b)(2) (viii) - Leadership Development - Servant Leadership 3/22 & 3/23/23, First Manager Job 4/20/23,

Inside Out Coaching 11/10/22 & 5/18/23, ALA Forum 7/20/23 & 8/17/23, Top Ops 12/2022, Leadership Conference 6/2023