

**ANNUAL EEO  
PUBLIC FILE REPORT**

System: Customer Service Center  
 For Calendar Year: 8/1/2023 to 7/31/2024  
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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
Application Administrator	12/19/2023	Indeed, Company Website, Beacon Hill, <b>eNgin</b> e, Site Applicant
Commercial Inside Sales Rep	10/1/2023	<b>Internal Applicant</b> , Indeed
Customer Experience Specialist	Active	Internal Applicant
Customer Experience Specialist (AUX)	Active	Internal Applicant, Site Applicant
Customer Service Rep 1 CSC	11/12/2023, 12/18/2023,1 2/18/2023, 12/18/2023, 12/18/2023, 2/12/2024, 3/25/2024, 3/25/2024, 3/25/2024, 3/25/2024, 5/20/2024, 5/20/2024, 5/20/2024, 7/8/2024, 7/8/2024, 7/8/2024, 9/9/2024, 9/9/2024	Agency, Butler VA Job Fair, Career Fair, <b>Company Website</b> , <b>Employee Referral</b> , <b>Indeed</b> , Inrernal, Career Builder, Glassdoor, <b>Monster</b> , Search Engine, <b>Open House</b> , <b>Other</b> , Site Applicant, zipRecruiter Free
Billing Agent	Active	Agency, Company Website, Employee Referral, Indeed, Internal, Other
Customer Service Rep 4 Lead CSC	8/11/2024	<b>Internal</b>
Customer Service Rep Universal 1	7/7/2024, 7/29/2024, 3/25/2024, 3/25/2024, 7/22/2024, 11/27/2023, 7/21/2024	Company Website, Employee Referral, <b>Indeed</b> , <b>Internal</b> , <b>Career Builder</b> , Search Engine, <b>Other</b> ,
Designer	10/01/2023, 10/01/2023	<b>Internal</b>
Commercial Administrative Agent	Active	Company Website, Internal
Commercial Agent	Active	Internal
Customer Relations Agent 1	8/5/2024, 3/31/2024, 9/9/2024	Agency, Career Fair, Company Website. Employee Referral, <b>Internal</b> , Career Builder, Glassdoor, Search Engine, Other
Customer Service Rep 3 CSC	2/18/2024, 2/11/2024	<b>Internal</b>
Director - Technology	4/28/2024	Company Website, Employee Referral, <b>Internal</b> , Glassdoor, Monster, LinkedIn, Other
Director - Technology/Principal Engineer	7/7/2024	Company Website, Indeed, <b>Internal</b> , Search Engine, LinkedIn
Drafter	10/23/2023, 10/09/2023, 10/16/2023, 1/22/2024, 1/22/2024, 1/29/2024	<b>Indeed</b> , <b>LinkedIn</b> , <b>Company Website</b> , Indeed, Career Fair, Employee Referral, Internal, Career Builder, Glassdoor, Search Engine, Other
Engineer Network Design	2/14/2024	Agency, Company Website, Indeed, Glassdoor, LinkedIn, <b>Other</b>
Engineer Network-Security	3/26/2024	<b>Agency</b> , Company Website, Indeed, Internal, LinkedIn, Other

	09/25/2023, 09/25/2023, 9/25/2023, 9/25/2023, 9/25/2023, 9/24/2023	
Full Time Customer Service Representative		Company Website, Indeed, Site Applicant, Employee Referral, Open House
Full Time Technical Service Representative	9/25/2023, 11/27/2023	Career Fair, Company Website, Indeed, Site Applicant, ZipRecruiter Free, Internal
Inside Sales Rep	Active	Company Website, Employee Referral, Indeed, Internal, Career Builder, LinkedIn
Network Design Engineer	Active	Raeder Landree Inc, Indeed
Network Security Engineer - Network & Transport Ops	Active	Company Website, Indeed, LinkedIn, Raeder Landree Inc
Network Technician	Active	Company Website, Indeed, Internal, Site Applicant
NOC Technician 1	4/28/2024	Company Website, Indeed, Internal, Search Engine, LinkedIn, Other
Outside Plant Construction Inspector	6/9/2024	Internal
Outside Plant Engineer/Pole Coordinator	8/18/2024	Company Website, Indeed, Internal, Handshake, LinkedIn, Other
Part Time Customer Service Representative	9/25/2023, 9/25/2023, 8/13/2023	Indeed, Open House, Company Website, Indeed, LinkedIn, Site Applicant
Part Time Technical Service Representative 1	9/25/2023, 9/25/2023, 9/25/2023, 9/25/2023	Company Website, Indeed, Open House, Indeed, Site Applicant, Employee Referral
Plant Operations Engineer	Active	Company Website, Employee Referral, Indeed, Internal, Career Builder, LinkedIn, Other
Project Manager - Network Engineering	2/12/2024	Agency, Company Website, Employee Referral, Indeed, Glassdoor, LinkedIn, Other
Solution Developer	Active	Internal
SubSupervisor Customer Service Rep Universal 3	4/28/2024, 5/12/2024	Internal
Team Leader - Commercial Field Sales	Active	Company Website, Internal
Team Leader - Inside Sales Commercial	Active	Company Website
Sales & Customer Relations Operations Manager	11/12/2023	Company Website, Internal
Senior Systems Administrator	5/12/2024	Internal
Product Specialist / Universal Agent 1	Active	Indeed, Company Website, Internal
Program Manager - Speech Analytics	Active	Company Website, Indeed, Internal, LinkedIn, Other
Technical Service Rep 1	11/27/2023, 11/27/2023, 11/27/2023, 5/12/2024, 5/20/2024, 7/7/2024, 7/8/2024, 7/8/2024, 7/8/2024, 7/8/2024, 7/8/2024,	BC3, Company Website, Employee Referral, Indeed, Internal, Career Builder, Search Engine
Technical Service Rep 3 Lead	5/12/2024	Internal
Technician 1	3/3/2024	Internal
Technician 2	1/21/2024	Internal, Indeed
Trainer 1	Active	Company Website, Indeed, Internal, Other
Trainer 2	5/26/2024	Internal

II. Total number of persons interviewed:

287

III. Total number of interviews by recruitment source:

Source	#Interviewed
Company Website	27
Beacon Hill	1
Indeed	108
Internal Applicant	77
Employee Referral	18
Career Builder	4
Glassdoor	2
eNgage	2

Linkedin	6
Other	18
Monster	2
Career Fair	2
Search Engine	5
Open House	5
Site Applicant	4
BC3	2
Raeder Landree Inc	1
Agency	3

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

Online postings on Indeed, Glassdoor, Monster, LinkedIn. Company website job postings, internal postings.

76.75(b)(2) (xi) - Slippery Rock University Career Fair 2/1/2024, Superior Career Fair 5/21/2024, Butler County Vo Tech 4/2/2024 & 4/25/2024, Rosedale Tech Vocational School 7/1/2024, SRU Career Fair 3/28/2024, CAP Interviews at BSHS 4/3/2024 & 5/16/2024, BC3 Job Fair 4/10/2024, Priority2Work Night 4/30/2024, Seneca Valley HS Job Fair 5/9/2024

76.75(b)(2) (xvi) - Display of yard signs announcing employment opportunities

76.75(b)(2) (viii) - ALA Forum 4-Developing Self & Others- 8/17/2023, First Manager Job- 10/19/2023, Servant Leadership 101- 1/18/2024 & 7/18/2024, Top Ops