

ANNUAL EEO
PUBLIC FILE REPORT

System: Armstrong Customer Service Center
For Calendar Year: 8/1/2024 - 7/31/2025
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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
Product Specialist/Universal Agent 1	10/1/2024	Search Engine
Full Time Technical Service Representative 1	10/27/2024	Internal Applicant
Manager - Central Operations	11/24/2024	Internal Applicant
Inside Sales Agent	11/11/2024	Company Website, Employee Referral, Internal Applicant, Career Builder, Indeed
Supervisor - Customer Service Representative - Universal	1/5/2025	Internal Applicant
Universal Agent	11/20/2024	Internal Applicant
Customer Relations Agent 1	1/19/2025	Company Website, Employee Referral, Internal Applicant, Glassdoor, Indeed, Other
Commercial Agent	12/15/2024	Company Website, Employee Referral, Internal Applicant, Other
Universal Agent	11/20/2024	Internal Applicant
Customer Relations Agent 1	1/19/2025	Agency, Company Website, Employee Referral, Internal Applicant, Career Builder, Indeed, Other
Inside Sales Agent	1/12/2025	Career Fair, Company Website, Employee Referral, Internal Applicant, Indeed, Search Engine, Other
Billing Manager	1/5/2025	Internal Applicant
Full Time Customer Service Representative	3/10/2025	Internal Applicant, Indeed, Other
Full Time Technical Service Representative 1	12/8/2024	Internal Applicant
Universal Agent	1/13/2025	Company Website, Indeed, Other
Customer Service Universal Agent (Evergreen)		Company Website, Employee Referral, Internal Applicant, Career Builder, Indeed, LinkedIn, Search Engine, Other
Field Operations Specialist	1/19/2025	Internal Applicant, Indeed
Full Time Customer Service Representative	1/12/2025	Internal Applicant, Indeed, Other
Full Time Customer Service Representative	1/13/2025	Indeed
Site Acquisition and Permitting Specialist	2/24/2025	Internal Applicant, Indeed, LinkedIn
Full Time Customer Service Representative	1/13/2025	Employee Referral
Full Time Technical Service Representative	1/12/2025	Internal Applicant
Universal Agent	3/10/2025	Company Website, Internal Applicant, Indeed, Search Engine
Universal Agent	1/13/2025	Indeed, Other
Full Time Customer Service Universal Agent	5/12/2025	Career Fair, Company Website, Employee Referral, Indeed and Other
NOC Technician	2/16/2025	Company Website, Employee Referral, Internal Applicant, Indeed, LinkedIn
Technical Service Representative 3 LEAD	2/9/2025	Internal Applicant
Universal Agent	2/16/2025	Internal Applicant
Internet Operations Technician	3/2/2025	Company Website, Employee Referral, Internal Applicant, Indeed, LinkedIn, Monster
Universal Agent	3/10/2025	Company Website
Full Time Technical Service Representative	3/2/2025	Internal Applicant, Indeed, LinkedIn, Other
Customer Relations Agent 1	2/16/2025	Internal Applicant, Indeed
Workforce Analyst 1	4/13/2025	Internal Applicant
Solution Developer - BI	6/2/2025	Agency, Career Fair, Company Website, Career Builder, Glassdoor, Indeed, LinkedIn, Search Engine, Other
Database - Dev/Ops Administrator	3/24/2025	Agency, Career Fair, Company Website, Internal Applicant, Career Builder, Glassdoor, Indeed, LinkedIn, Other
IT Operations Manager	3/23/2025	Agency, Company Website, Employee Referral, Internal Applicant, Indeed, LinkedIn
Full Time Customer Service Representative	5/12/2025	Employee Referral, Internal Applicant, Indeed, Other
NOC Technician	4/13/2025	Internal Applicant
Technician 1	4/20/2025	Internal Applicant
NOC Technician	4/27/2025	Internal Applicant
Lead Systems Administrator	5/11/2025	Internal Applicant
Inside Sales Agent	5/25/2025	Company Website, Internal Applicant, Indeed
Universal Agent	5/12/2025	Company Website, Employee Referral, Indeed, Search Engine, Other
Principal Engineer	4/27/2025	Internal Applicant
Full Time Technical Service Representative 1	6/8/2025	Internal Applicant
Director, Outside Plan Construction	8/10/2025	Internal Applicant
Service Desk Analyst	6/8/2025	Internal Applicant
Technical Service Representative 3 LEAD	7/6/2025	Internal Applicant
Systems Administrator	7/21/2025	Career Fair, Company Website, Employee Referral, Internal Applicant, Career Builder, Glassdoor, Indeed, LinkedIn, Search Engine, Other
Commercial Admin Agent	8/4/2025	Internal Applicant
Full Time Customer Service Representative	7/8/2025	Company Website, Employee Referral, Internal Applicant, Indeed, Other
Universal Agent	7/6/2025	Internal Applicant
Full Time Technical Service Representative 1	9/8/2025	Employee Referral, Indeed
Site Acquisition and Permitting Specialist		Company Website, Internal Applicant, Indeed, LinkedIn
Full Time Customer Service Representative	9/8/2025	Indeed
Full Time Technical Service Representative 1	8/31/2025	Internal Applicant
Inside Sales Agent		Indeed
Full Time Technical Service Representative 1	9/8/2025	Other
Principal Engineer	4/27/2025	Agency, Company Website, Internal Applicant, LinkedIn
Full Time Technical Service Representative (Evergreen)		Agency, Company Website, Employee Referral, Internal Applicant, Indeed, LinkedIn, Other
Full Time Customer Service Representative (Evergreen)		Agency, Career Fair, Company Website, Employee Referral, Internal Applicant, Career Builder, Indeed, LinkedIn, Search Engine, Other
Drafter	11/4/2024	Employee Referral, Indeed, LinkedIn, Other
Operations Technician - Video Operations	9/29/2024	Company Website, Internal Applicant, LinkedIn, Other
Customer Relations Agent 1	9/9/2024	Company Website, Indeed, LinkedIn, Other
Product Specialist/Universal Agent 1	9/9/2024	Company Website, Indeed, LinkedIn, Search Engine, Other
Network Design Engineer	4/28/2025	Agency, Career Fair, Company Website, Employee Referral, Career Builder, Glassdoor, Indeed, LinkedIn, Monster, Search Engine, Other
Product Specialist/Universal Agent 1	9/9/2024	Indeed
Product Specialist/Universal Agent 1	9/9/2024	Company Website, Indeed, LinkedIn, Search Engine
Full Time Customer Service Representative	10/14/2024	Employee Referral, Indeed, LinkedIn
Full Time Technical Service Representative	9/9/2024	Indeed, LinkedIn, Search Engine
Inside Sales Agent	9/9/2024	Company Website, Employee Referral, Internal Applicant, Indeed, LinkedIn, Search Engine
Supervisor - Commercial Administration	10/27/2024	Company Website, Employee Referral, Internal Applicant, Indeed, LinkedIn

II. Total number of persons interviewed:

256

III. Total number of interviews by recruitment source:

Source	#Interviewed
Agency	12
Career Fair	2
Company Website	19
Employee Referral	14
Internal	99
Career Builder	1
Indeed	81
LinkedIn	5
Search Engine	5
Other	18

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

Online posting on Indeed, LinkedIn, Career Website, Search Engine, CareerBuilder, Glassdoor, Handshake, Monster. Job postings on Company Website and Internal Postings.

76.75(b)(2) (iv) - Butler County Community College (3/2025), Butler Vo-Tech Job Fair (4/2025), Butler Vo-Tech Classroom Event (4/2025), Butler Area School District - CAP Interviews (3/2025 and 5/2025), Westminster College (9/2024), Slippery Rock University (3/2025), Grove City Career Fair (9/2024), Butler Veterans Affairs Job Fair (8/16/24), Career Links (9/2024)
76.75(b)(2) (vii) - Display of yard signs announcing employment opportunities
76.75(b)(2) (viii) - Trainings provided during the period of 8/1/24 - 7/31/25: Mini Servant Leadership (8/5/24, 3/13/25), Manager Foundations (8/15/24, 2/20/25), Own Your Title (9/19/24, 2/19/25, 3/20/25), Build The Team (10/1/24, 4/17/25), Making Meetings Matter (10/29/24, 1/28/25), Presenting with Impact (11/7/24), Grow the Team (11/21/24), Servent Leadership 101 (1/16/25, 7/17/25), Top Ops Foundation Day (1/16/25), The Year of Servent Leadership with GWs (5/21/25), Leadership Conference (6/25/25)