

ANNUAL EEO
PUBLIC FILE REPORT

System: Armstrong Customer Service Center
 For Calendar Year: 8/1/2024 - 7/31/2025
 Prepared By: Ken Wunschel

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

II. Total number of persons interviewed:

256

III. Total number of interviews by recruitment source:

Source	#Interviewed
Allen (1)	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 Posting 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 College (9/2024), Butler Veterans Affairs Job Fair (8/16/24), Career Links (9/2024)

76.75(b)(2)(xvi) - 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), Servant Leadership 101 (1/16/25, 7/17/25), Top Ops Foundation Day (1/16/25), The Year of Servant Leadership with GMs (5/21/25), Leadership Conference (6/25/25)