

**ANNUAL EEO
PUBLIC FILE REPORT**

System: Customer Service Center
 For Calendar Year: 2015
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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
<u>TSR</u>	<u>2/8, 3/16, 5/11, 6/8, 8/31 11/2, & 12/7 2/9, 5/18, 7/27, 8/31,</u>	<u>Internal Posting, AGOC career page, CareerBuilder, Butler Eagle, Callcenterjobs.com</u>
<u>CSR</u>	<u>& 10/5</u>	<u>Internal Posting, AGOC career page, CareerBuilder, Butler Eagle, Callcenterjobs.com</u>
<u>Customer Retention Specialist</u>	<u>12/14</u>	<u>Internal Posting, AGOC career page, CareerBuilder</u>
<u>Draftsman</u>	<u>6/1</u>	<u>CareerBuilder, AGOC career page</u>
<u>Network Engineer</u>	<u>8/10</u>	<u>CareerBuilder, AGOC career page</u>
<u>Manager of Voice Operations</u>	<u>20-Jul</u>	<u>CareerBuilder, AGOC career page</u>
<u>Lineman</u>	<u>2/9, 3/16, 7/27, 8/31, & 10/26</u>	<u>Internal Posting, AGOC career page, CareerBuilder</u>

II. Total number of persons interviewed: 443

III. Total number of interviews by recruitment source:

Source	#Interviewed
<u>Internal Posting</u>	<u>175</u>
<u>AGOC</u>	<u>126</u>
<u>CareerBuilder</u>	<u>125</u>
<u>Referrals</u>	<u>17</u>

IV. Recruitment Initiatives - briefly list and describe the initiatives taken the preceding year:
Internal Email Job Postings, Job Boards- CareerBuilder, Monster, Job Fairs, Open House events,
Trade School postings, Referrals