

FCC/EEO Program Annual Record Wilkes-Barre, PA Full Time Vacancies - 76.172(b)(1) July 15, 2021 through July 14, 2022				
FCC Unit ID #	Description	Job Title	Vacancies	
11837	Wilkes-Barre, PA			
		Business Service Care Lead	2	
		Centralized Account Manager	1	
		Channel Support Specialist	2	
		Chat Agent	3	
		Commercial Tech Specialist	1	
		Commercial Universal Agent	9	
		Control Desk Administrator	4	
		Customer Care Advocate	46	
		Customer Voice Advocate	2	
		eCommerce Operations Coordinator	1	
		Enterprise Sales Support Specialist	1	
		Executive Assistant	1	
		Financial Services Coordinator	2	
		Financial Services Support Coordinator	2	
		Implementation Project Manager I	1	
		Lead Customer Care Advocate	5	
		Outbound Telesales Rep	1	
		Supervisor Customer Care	1	
		Switch / Network Technician	1	
		Telesales Representative	3	
		Vice President Customer Care	1	
		Workforce Administrator	1	
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Wilkes-Barre, PA

Recruitment Sources Utilized for Vacancies Filled - 76.1702(b)(2)

July 15, 2021 - July 14, 2022

Name of Source	Address	City	State	Zip	Phone	email	Contact Name
Astound Website - Careers Page	650 Collage Road East, Suite 3100	Princeton	NJ	08540	609-681-2189	tracy.brutcher@astound.com	Tracy Brutcher
Astound Employee Referral Program	100 Baltimore Drive	Wilkes-Barre	PA	18702	570-270-1217	maureen.hornlein@cn.net	Maureen Hornlein
Astound Internal Job Posting - Internal Candidates	650 Collage Road East, Suite 3100	Princeton	NJ	08540	609-681-2189	tracy.brutcher@astound.com	Tracy Brutcher
Virtual & Live Career Fair - September 15, 2021	15 N. Main Street	Wilkes-Barre	PA	18711	570-970-7372	kmiscavage@timesleader.com	JoAnn Coles
Great Northeast Job Fair - March 16, 2022	Penn Avenue & Spruce Streets	Scranton	PA	18510	570-348-9160	icoles@timeshamrock.com	Kerry Miscavage
Live Career Expo - September 21, 2022	15 N. Main Street	Wilkes-Barre	PA	18711	570-970-7372	edclark@jul18.org	Ed Clarke
Luzerne Intermediate Unit Job Fair - May 11, 2022	368 Toga Avenue	Kingston	PA	18704	570-760-1501	kmiscavage@timesleader.com	Kerry Miscavage
Spring Career Expo - April 5, 2022	15 N. Main Street	Wilkes-Barre	PA	18711	570-970-7372	kreynolds@timeshamrock.com	Rebecca Reynolds
Great Northeast Job Fair - June 1, 2022	149 Penn Avenue	Scranton	PA	18503	570-614-5472	icoles@timeshamrock.com	JoAnn Coles
Great Northeast Job Fair - August 25, 2021	Penn Avenue & Spruce Streets	Scranton	PA	18510	570-348-9160	lrappaport@indeed.com	Louis Rappaport
Indeed.com	7501 N. Capital of Texas Hwy	Austin	TX	78731	1-800-462-5842	www.cwds.state.pa.us	Christine Jensen
PA Career Link Luzerne County	32 East Union Street	Wilkes-Barre	PA	18702	570-822-1101	cakinns@civilsmedia.com	Caitlin Akins LaRue
Wilkes-Barre Times Leader	15 N. Main Street	Wilkes-Barre	PA	18711	570-970-7372	rcourtney@timesleader.com	Rachel Courtney
Hazleton Standard Speaker	15 N. Main Street	Wilkes-Barre	PA	18711	570-970-7373	taquire@timeshamrock.com	Theresa Acure
Scranton Times	Penn Avenue & Spruce Streets	Scranton	PA	18510	570-348-9160	icummings@citizensvoice.com	Jane Cummings
Citizens Voice	222 Mulberry Street	Scranton	PA	18501	570-342-7711	www.scrantonchamber.com	Mari Potts
Scranton Chamber of Commerce	149 Penn Avenue	Scranton	PA	18503	570-614-5472	rbaretta@shamrockoutdoormedia.com	R. Baretta
Times Shamrock Outdoor Media - Billboard	152 Horton Street	Wilkes-Barre	PA	18702	570-822-2221	roscoe@roscoebenchmark.com	Jeanne Elinsky
Roscoe Advertising - Bench Advertisement	2601 Mission Street	San Francisco	CA	94110		https://joinhandshake.com	Rebecca Hornack
Hand Shake	online					https://www.collegecentral.com/SE/SEHome.cfm	
LinkedIn/Facebook/Twitter	297 Kingsbury, Ste. D, P.O. Box 4470	State line	NV	89449			
Pennsylvania Community & Technical Colleges Jobs Consortium	521 Trailblazer Drive	Nanticoke	PA	18634	(570) 740-0456	uuhin@luerne.edu	Ursula Uhin
Luzerne County Community College	P.O. Box 218	Mountain Top	PA	18707	(570) 249-1233	wendy.mtpeaks@gmail.com	Wendy Griffiths
Mountain Peaks Newspaper	604 Arizona Avenue	Santa Monica	CA	90401	515-298-1100	kaci.smith@ziprecruiter.com	Kaci Smith
ZipRecruiter	175 Highland Avenue	Needham	MA	02494	781-635-9398	mmugent@buyersads.com	Matthew Nugent
Buyer/AppCast	2124 Avenue C	Bethlehem	PA	18017	(610) 443-2868	kimberly.helwig@astound.com	Kimberly Helwig
Postcard Mailer							
CIRCA Diversity Board to include the following:							
*AfricanAmericanHires.com		Milwaukee	WI		800-984-3775	tiffany.borski@circaworks.com	Tiffany Borski
*ALL.GBT.Jobs.com		Milwaukee	WI		800-984-3775	tiffany.borski@circaworks.com	Tiffany Borski
*AsianHires.com		Milwaukee	WI		800-984-3775	tiffany.borski@circaworks.com	Tiffany Borski
*Veterans.Jobs.net		Milwaukee	WI		800-984-3775	tiffany.borski@circaworks.com	Tiffany Borski
*Disability.Jobs.net * LatinoJobs.org		Milwaukee	WI		800-984-3775	tiffany.borski@circaworks.com	Tiffany Borski
*OverFifty.Jobs.com		Milwaukee	WI		800-984-3775	tiffany.borski@circaworks.com	Tiffany Borski
*Native.Jobs.org		Milwaukee	WI		800-984-3775	tiffany.borski@circaworks.com	Tiffany Borski
*WeHireWomen.com		Milwaukee	WI		800-984-3775	tiffany.borski@circaworks.com	Tiffany Borski
*DiversityJobs.com		Milwaukee	WI		800-984-3775	tiffany.borski@circaworks.com	Tiffany Borski

RCN Corporation
Wilkes-Barre, PA FCC General Recruitment Report - 76.1702(b)(3)
July 15, 2021 through July 14, 2022

Outreach Efforts	Sponsor	Date	Description
Toys for Tots	RCN - Toys for Tots	December 2021	Christmas gifts for disadvantaged children - Toys for Tots
Day of Caring	United Way	May 2022	Community Involvement - work day to assist agencies
Employee Training	RCN	ongoing	Security Awareness Training
Employee Training	RCN	ongoing	Code of Business Conduct Training
Employee Training	RCN	ongoing	Respect in the Workplace Training
Employee Training	RCN	ongoing	PCI Training
Employee Training	RCN	ongoing	CPNI Training
Employee Training	RCN	ongoing	Leadership Challenge
Employee Training	RCN	ongoing	COVID 19
Employee Training	RCN	ongoing	Leadership Challenge
Employee Training	RCN	ongoing	Office Safety
Employee Training	RCN	ongoing	Phishing Awareness
Employee Training	RCN	ongoing	Using Google Drive
Employee Training	RCN	ongoing	IT Security Training
Employee Training	RCN	ongoing	Active Violence Prevention Preparedness
Employee Training	RCN	ongoing	Influence Foundations for Leads
Employee Training	RCN	ongoing	10 Steps to Safe Backing & Parking
Employee Training	New Horizons	ongoing	Access 2016 - Part 1 and 2
Employee Training	New Horizons	ongoing	Excel 2016 - Part 1 -2-3
Employee Training	New Horizons	ongoing	Developing SQL Databases
Employee Training	New Horizons	ongoing	Business Analysis Essentials
Employee Training	New Horizons	ongoing	Using Google G Suite
Employee Training	New Horizons	ongoing	Intro to SQL Databases
Employee Training	New Horizons	ongoing	ITIL4 Foundations
Employee Training	New Horizons	ongoing	Managing Remote and Virtual Teams
Employee Training	New Horizons	ongoing	State funding for training employees
Workforce & Economic Development - PA	State of Pennsylvania	ongoing	Job Fair
Great Northeast Job Fair	Times Shamrock	8/25/2021	Job Fair
Great Northeast Job Fair	Times Shamrock	6/1/2022	Job Fair
Spring Career Expo	Times Leader	4/5/2022	Job Fair
Luzerne Intermediate Unit Job Fair	Luzerne Intermediate Unit	5/11/2022	Job Fair
Great Northeast Job Fair	Times Shamrock	3/16/2022	Job Fair
Virtual & Live Career Fair	Times Leader	9/15/2021	Job Fair

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Wilkes-Barre, PA

Source

Recruitment Evaluation - 76.1702(b)(4)
July 15, 2021 through July 14, 2022

Referral Type	# of Applicants	# of Interviewees	# of Hires
Former Employee of Astound	13	5	3
Newspaper	4	0	0
Monster.com	2	1	0
RCN/GRANDE/ WAVE Website	49	7	1
Internal Candidates	118	73	32
Job Fairs	5	1	0
Postcard Mailer	4	0	0
Payment Center	2	0	0
LinkedIn	29	2	0
Employee Referrals	119	47	10
CareerBuilder.com/Recruit USA/Jobcase	15	2	0
Indeed.com	1355	205	32
Word of Mouth	34	11	3
3rd Party	10	1	0
Bill Board	8	5	2
Social Media-Facebook/Twitter/Instagram/Craigslist	105	18	3
Open House	1	0	0
Prof Business Referral/Prof Job Boards/Prof Diversity Network	7	4	1
Appcast	69	14	2
College Website	2	0	0
State Job Board	12	1	0
Movie Theatre/Radio	1	0	0
ZipRecruiter	66	17	2
Glassdoor	1	0	0
TV Advertising	2	0	0
TOTAL	2033	414	91