

1. American Finasco Steps Up Customer Service with Addition of New National Call Center

Aug 1st – prweb.com

The American Finasco Corporate Office is expanding by adding a new in-house Call Center to serve the many regions of the United States. The new American Finasco National Call Center will be located within the Corporate Office in Conroe, TX.

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2. Call Center Locates in Mandaue, Philippines – Focus Direct Inc

August 3rd – Sunstar.com

A US-based call center service provider will open a multi-million call center facility in Mandaue City. Focus Direct Inc. is affiliated with Utah-based Focus Services Inc.-privately owned call center service provider that specializes in multi-product telesales and customer relationship management.

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3. Tire Manufacturing Facility Creating 400+ Jobs in Tennessee

August 7th – Area Development

Carlisle Tire & Wheel (CTW), a manufacturer of tires, wheels, and inner tubes for industrial and commercial vehicles, will locate a new manufacturing facility in Jackson, Tennessee. Carlisle Companies plans to create 440 new jobs with the project.

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4. McKesson Specialty Care Solutions hiring 200 in Scottsdale

August 10th – Phoenix Business Journal

McKesson Specialty Care Solutions is adding up to 200 full-time positions at its call center in Scottsdale. McKesson's call center supports manufacturer-sponsored patient assistance programs that provide savings on specialty drugs for patients.

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5. Comcast to Layoff 160 in Albuquerque

August 10th - KOB.com New Mexico

More than 150 Albuquerque Comcast call-center employees learned Monday that their jobs are moving out of state. Comcast says it is restructuring and consolidating call centers, which will eliminate 160 jobs in Albuquerque.

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6. SYKES Enterprises to Expand Greenwood Call Center Operations

August 10th – U.S. State News

SYKES a global leader in providing outsourced customer contact management solutions and services in the business process outsourcing (BPO) arena, announced the expansion plans call for approximately 250 additional seats.

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7. U.S. Support Co. Call Center to Hire 1,000

August 11th – KSLA News 12 Louisiana

U.S. Support Co. will hire 1,000 people over the next six months to a year. U.S. Support already employs 1,500 to 1,600 at its Shreveport facility.

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8. Qwest to Fill First Batch of 100 Jobs at Logan UT Call Center

August 12th – The Herald Journal

North Logan's Qwest call center is planning to hire dozens of people during a job fair. During the next six months, the North Logan call center plans to hire about 100 people.

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9. NCO Group Opens Guatemala Call Center

August 25th – American Cities Business Journals

Business outsourcing provider and debt collector NCO Group said Tuesday that it has opened a call center in Guatemala. NCO operates more than 100 call centers around the world, with offices located in the United States, the United Kingdom, the Philippines, Canada, Panama, Barbados, Mexico, Australia and Antigua.

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10. Lifetouch to Expand, Create 200 New Jobs

August 25th – Muncie Delaware Economic Alliance

Lifetouch, the world's largest employee-owned photography company, will be expanding its presence by adding 200 new jobs at its national customer contact center in Muncie, Indiana.

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