



1. WASHINGTON MUTUAL'S ALBION CALL CENTER TO STAY OPEN

December 2nd – Democrat and Chronicle.com

After months of turmoil, 800 workers in Albion, Orleans County, can breathe easier: The former Washington Mutual Inc. call center will stay open. The Company already announced plans to cut 9,200 jobs total.

<http://www.democratandchronicle.com/article/20081202/BUSINESS/812020319/1001>

2. BUDGET CALL CENTER TO CLOSE

December 2nd – Wichita Falls Online

Some 150 employees of the Avis Budget Group's Budget Rent-A-Car contact center on Airport Drive will lose their jobs when the facility is closed down during the first quarter of 2009. Total staff reduction for the company is close to 1,400 associates.

<http://www.timesrecordnews.com/news/2008/dec/02/strongbudget-call-center-closestrong/>

3. STATE STREET TO CUT UP TO 1,800 JOBS

December 4th – Boston Business Journal

State Street Corp. says it will cut between 1,600 and 1,800 jobs — or about 6 percent of its workforce — over the next four months. Middle- and upper-managers will be targeted, said the company.

<http://www.bizjournals.com/boston/stories/2008/12/01/daily47.html>

4. HOME BASED CONTACT CENTER AGENTS : NOW MORE THAN EVER

December 9th – IT Business Edge.com

Predictions of the number of home-based contact center agents in the U.S. are that they will nearly triple by 2010, from 110,000 to 328,000. Current economic conditions may make the idea of home-based agents even more appealing, to both employers and potential employees.

<http://www.itbusinessedge.com/blogs/sts/?p=523>

5. HUMANA WILL ADD 700 JOBS IN CINCINNATI

December 10th – Business First of Louisville

Humana Inc. will grow its Greater Cincinnati work force by 60 percent by the end of 2010, adding as many as 700 professional-level positions. In May 2007 the company said it would increase its Cincinnati work force to 1,200 from 700.

<http://www.bizjournals.com/louisville/stories/2008/12/08/daily28.html>

6. TELETECH SET TO HIRE 4000 MORE

December 12th – Manila Standard Today

Colorado based outsourcing company TeleTech will expand its operations in the Philippines next year, opening two more call centers and hiring 4,000 new employees. “The support given by President Arroyo and the various local government units in the places where we operate has been the key to our tremendous growth,” the TeleTech official said.

http://www.manilastandardtoday.com/?page=news4_dec12_2008

7. WYNDHAM CLOSING SPRINGFIELD CALL CENTER; 400 JOBS CUT

December 16th – News-Leader.com Springfield

Wyndham Vacation Ownership notified employees today at its Springfield call center that all 400 would lose their jobs in February when the company shuts down the facility at 1839 East Independence due to a meltdown in the vacation industry. All 400 employees will get to continue working until February 16th.

<http://www.news-leader.com/apps/pbcs.dll/article?AID=200881216043>

8. D-LINK OPENS CALL CENTER TO SERVE ALL LATIN AMERICAN OPERATIONS

December 15th – BNA Americas

Taiwanese network solutions provider D-Link has opened a call center in Guatemala, from which the company plans to serve customers in Mexico, Central America, the Caribbean and later in Chile and Colombia, Guatemalan newspaper Prensa Libre reported.

<http://www.bnamericas.com/story.jsp?sector=1¬icia=460814&idioma=I&source=>

9. EBAY BRINGS COMPUTER CENTER JOBS TO UTAH – STATE INCENTIVES LUCRATIVE NOVEMBER

December 18th – The Salt Lake Tribune

Online auction giant eBay has decided to build a \$334 million computer center in the Salt Lake Valley, state and company officials said. The Governor’s Office of Economic Development offered the company \$27.3 million in tax incentives over 10 years to build the facility in Utah. The center is expected to employ about 50 people with wages averaging \$49,200 a year, not counting benefits, or 150 percent of the Salt Lake County annual median wage.

http://www.sltrib.com/valleywest/ci_11258373

10. CONVERGYS HIRING HUNDREDS

December 31st – The Cincinnati Enquirer

Although it just closed a call center in Houston, Convergys Corp. is hiring about 80 people at its call center in Erlanger. Convergys management is looking to complete the hiring by the end of January. The company is also hiring 20 to 30 people at its Norwood call center. Convergys, which employs 75,000 people worldwide, is also looking for 400 to 800 people to hire at its call centers in North America and Latin America.

<http://news.cincinnati.com/article/20081231/BIZ01/812310319/1076/BIZ>