

1. COVATION LLC ANNOUNCES 913 JOBS IN HICKORY, NC

January 2nd – pr.com / Press Release

Covation LLC, a high-end customer support center for business telecommunications services, has selected Hickory for a project that will create 913 technical support, billing, and customer service jobs over the next three years with an investment of approximately \$6.2 million over five years.

<http://www.pr.com/press-release/124390>

2. COMPANY LIBERTY MEDICAL SUPPLY SET TO ADD 800 JOBS IN ST. LUCIE

January 6th – Palm Beach Post.com

Diabetes-equipment firm Liberty Medical, one of the county's largest private employers, revealed Tuesday that it plans to expand its operations in Port St. Lucie, creating up to 800 full-time jobs during the next two years.

<http://www.palmbeachpost.com/search/content/business/epaper/2009/01/06/0106liberty.html>

3. ALPINE ACCESS TO HIRE MORE THAN 100 PEOPLE IN ILLINOIS

January 7th – Boston Business Journal

Alpine Access, the premier provider of contact center solutions for brand-conscious companies, announced today that the company is expanding in the state of Illinois. The company is now hiring home-based customer care professionals in and around Chicago, Peoria, Springfield and Belleville in order to meet increasing demand from new and existing customers.

<http://www.tmcnet.com/usubmit/2009/01/07/3895944.htm>

4. US CALL CENTER STREAM GLOBAL SERVICES TO OPEN FIRST CENTER IN QUEZON CITY

January 6th – Inquirer.net

Stream Global Services will open its first call center in the country in the newly renovated SM North in Quezon City. The US-based firm, formerly known as Global BPO Services Corp., is constructing a 1,500-seat facility at the sixth floor of the newly opened SM North Annex.

<http://newsinfo.inquirer.net/breakingnews/infotech/view/20090106-181774/US-firm-to-open-call-center-in-SM-North>

5. DELL CUTS 1900 JOBS AT IRISH PLANT TO LOWER COST

January 8th – *Bloomberg.com*

The computer giant Dell has begun a review of its European English language speaking call centre and technical support operations. Dell Inc., the world's second-biggest personal-computer maker, will cut 1,900 jobs at a plant in the Irish city of Limerick to reduce expenses. Dell employs about 4,300 people in Ireland.

<http://www.bloomberg.com/apps/news?pid=20601102&sid=aX6bRGNUEx14&refer=uk>

6. THE HARTFORD FINANCIAL CORP OPENING CALL CENTER FOR AARP MEMBER IN RENO

January 12th – *Reno Gazette Journal*

The Hartford Financial Services Group plans to hire 150 full-time workers by spring for a Reno call center. The Connecticut-based company says the workers will take service calls from members of AARP, the nation's largest organization for people 50 and older.

<http://www.wtic.com/pages/3642467.php?>

7. LEBANON VA TO HIRE 625 PEOPLE THROUGH 2010 AT THE VA MEDICAL CENTER

January 16th – *Penn-Live.com*

at Lebanon VA Medical Center will start in 2010, said Robert Callahan, center director. The jobs will have an average salary of \$51,000-\$52,000, plus benefits, which would total about \$67,000, Callahan said. They will be in the areas of accounting, billing, insurance verification, accounts receivable and cash management, according to VA officials.

http://www.pennlive.com/midstate/index.ssf/2009/01/lebanon_va_to_hire_up_to_625_e.html

8. MICHIGAN CALL CENTER TO CREATE JOBS IN WINDSOR, ON CANADA

January 21st – *The Windsor Star*

Michigan-based call centre and software company Wizie will open a new location in Windsor eventually creating up to 120 new jobs. Wizie lends support to the travel industry including airlines, hotels and car rentals by providing fare data, ticketing services and reservations.

<http://www.windsorstar.com/Cars/Michigan+call+centre+create+more+jobs+Windsor/1199680/story.html>

9. BUSINESS PROCESS OUTSOURCING FIRM, STARTEK OPENS CALL CENTER TO HIRE 700 MORE WORKERS

January 20th – *Business World Online*

Business process outsourcing (BPO) firm StarTek, Inc. is planning to fill up the 1,100-employee capacity of its Makati facility by the end of the year. To do this, the company would be taking jobs from its US operations in favor of the Philippines where labor is cheaper, officials said.

<http://www.bworldonline.com/BW012009/content.php?id=045>

10. CORNING INCORPORATED TO LAYOFF 3500 EMPLOYEES

January 27th – WorldNow and WECT, a Raycom Media station

At least 50,000 new layoffs were announced for major companies like Caterpillar, Sprint Nextel, and Pfizer on Jan. 26. Now, there could be some job losses at Corning in Wilmington. Sales are down 31% from 2008, so the company has announced they will layoff 3,500 employees.

http://www.wect.com/Global/story.asp?S=9741792&nav=menu157_2

11. CENTRAL NY ADDING 300 JOBS

January 29th – newsday.com

A call-center company that received \$1.75 million in public money to help it open shop in central New York says it's on pace to add 300 jobs there by June. Job growth is largely due to a contract SITEL has with a large phone company.

<http://www.newsday.com/news/local/wire/newyork/ny-bc-ny--newjobs0129jan29,0,708488.story>

12. FISHERS SPRINT CALL CENTER TO CLOSE, 400 JOBS LOST

January 30th – WIBC Indy's News Center

Nearly 400 people will lose their jobs by April 1 when a Sprint call center closes. Workers received letters that detailed the closure. Sprint Nextel previously announced that it planned to eliminate 8,000 jobs over the next few months. Teleperformance USA has the contract with Sprint according to "Inside Indiana Business."

<http://www.wibc.com/news/Story.aspx?id=1058695>