

1. NPC International Opens Call Center in Pittsburg Kansas

September 1st – The Morning Sun

NPC International opened its new call center, located at 701 E. Washington, business expected to add around 200 jobs to the community. The Pittsburg call center marks the company's fifth call center location.

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2. Windham Professionals brings New Call Center Jobs to Western New York

September 3rd – Empire State Development News

Windham Professionals, a debt collections agency, will invest \$2.3 million in to expand its current operation, train employees and purchase and install new equipment and machinery for its East Aurora office. ESD has earmarked a \$280,000 capital grant to help offset the costs.

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3. Teleperformance Launches Third Contact Center in India

September 8th – Market Wire

Teleperformance, the global leader in outsourced contact centers, announces the launch of a new center in Jaipur, India to handle growing demand for its services. It is anticipated that up to 2,500 employees could be working out of the Jaipur center by 2010.

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4. TeleTech Holdings Inc Hiring 300 in Niagara Falls New York

September 9th – PR News Wire

TeleTech Holdings, Inc. announced that it plans to open a \$10 million call center in Niagara Falls, New York. The approximately 60,000 square foot call center will use leading-edge telecommunications technology to manage the company's customer care and technical support operations.

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5. Pilot Call Center Employs Nurses as Agents Offshore

September 9th – Manila Bulletin Life

Life Stage Communications (LSC) Thursday launched its pilot call center operations utilizing the huge population of nurses in the country as its agents in providing healthcare solutions of local and international clients for its accredited hospitals in the Asia Pacific region.

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6. **Transcom Picks San Antonio for New Call Center**

September 14th – San Antonio Business Journal

Transcom Worldwide SA has selected San Antonio for the site of a new office that will initially employ 125 call-center workers. Transcom is a global outsourced services company. The company operates 75 customer contact centers worldwide.

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7. **WIND Mobile to Open Call Center in Peterborough, Ontario – Canada**

September 21st – Greater Peterborough Economic Development

Aspiring Canadian cell phone operator, WIND Mobile, has revealed plans to open a call center in Peterborough, Ontario, creating 40 jobs immediately and as many as 200 jobs over the next year.

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8. **First Data to Move Headquarters to Atlanta**

September 24th – States News Service

Fortune 500 electronic commerce and payment processing firm First Data Corp. plans to relocate its global headquarters to Atlanta. First Data plans to hire new positions to support the business and product development. They expect to hire up to 1,000 employees in Atlanta over the next three years.

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9. **I.R.S to Open Call Center in Des Moines Iowa**

September 29th – Radio Iowa

The Internal Revenue Service plans to open a call center collections office in central Iowa in April of 2010. Customer service reps or collection representatives will be providing assistance to individual and small business taxpayers, helping them resolve their tax delinquencies. A job fair to fill the first of the 200 positions will be held in the capitol city on October 5th.

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10. **Farmers Insurance Breaks Ground on Facility where 1600 Jobs are planned**

September 29th – Mlive.com

Farmers Insurance Group broke ground Monday on two new buildings that are expected to bring about 1,600 new jobs. Hiring for the new jobs is expected to begin in late 2010, with occupancy targeted for early 2011. The Michigan Economic Growth Authority approved \$62.5 million in state tax incentives for Farmers in June.

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