

**1. APAC to Open Second Call Center in Tucson Raising Workforce to 1500***June 2nd – Arizona Daily Star*

Apac Customer Services Inc. plans to open a second call center in Tucson. The company is working to lease a facility near Tucson International Airport. The company said that center and the planned second center could employ a total of 1,500 workers, including specialists earning \$9 to \$15 an hour.

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2. SITEL Expands Home Based Agent Program in Albuquerque*June 22nd – earthtimes.org*

SITEL, a leading global business process outsourcing (BPO) provider, today announced the expansion of the HomeShore contact center service program in and around Albuquerque.

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3. Fortune 500 Company Grainger Expands in Waterloo*June 16th – kwwl.com*

A Fortune 500 Company has expanded its business in the Cedar Valley. Grainger, an industrial distributor opened the company's new 24-hour service center in Waterloo. The 41,000 square-foot facility will be the new home for more than 200 local Grainger employees.

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4. Focus Pacific Inc to Expand Operations in Bacolod City Philippines*June 5th – tmc.net News*

Focus Pacific Inc. is expanding its operations in Bacolod City this year and hiring about 165 call center agents in addition to their existing 200 employees. Focus, an inbound customer service provider, started in Utah in 1985 and grew in 2006 and now has seven facilities and 1,500 employees in the US.

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5. New Call Center Could bring 1500 Jobs to Akron*June 16th – Beacon Journal*

As many as 1,500 new jobs could result from the opening of a new call center in the old Firestone Bank building on Akron's South Main Street. The business, Plus One Communications, is expected to announce the hiring binge at a news conference this morning at the former bank.

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6. TD Banknorth to Open Auburn Call Center With 300 New Jobs*June 15th – PR News Wire*

TD Banknorth says it plans to open a new customer-service call center in Auburn that will employ up to 500 workers. TD Banknorth announced Monday that it would invest \$16 million in the center.

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7. Teleperformance Sets up Second Call Center in Chile

June 14th – Investchile.com

Teleperformance opened a second centre, equipped with the latest technology and world class infrastructure. It is located in a business area in Santiago and involves an investment of over US\$ 1.5 million.

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8. Call Center PRC Adding 250 Jobs South Florida

June 25th – South Florida Business Journal

PRC, the Plantation-based call center operator, has announced that it is looking to fill 250 positions at the company's Cutler Bay facility. The company is hiring inbound sales professionals, who will make about \$35,000 to \$50,000 a year.

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9. Travel Services Firm to Open Michigan Call Center

June 24th – Market Research Industry Online

US travel services firm Morley Companies Inc is planning to open a call center in US travel services firm Morley Companies Inc is planning to open a call center in other outward bound services. The new 32,750-square-foot operation will employ up to 350 staff who will earn \$50k p.a. in their new roles.

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