

Contact center to hire 120

By [John Dayberry](#) | Hickory Daily Record

Convergys Corp. will add 120 full-time positions at its contact center here by March, the company said Monday.

The call center, which opened in southeast Hickory in September 2008, already employs about 500 people.

New employees will provide customer service support for a Convergys client in the telecommunications industry.

Potential employees are invited to attend one of three applicant information sessions at 10 a.m., 2 p.m. and 5 p.m. on Thursday at the Convergys contact center, 1507 Seventh St., SE.

During the sessions, applicants will learn more about Convergys, see the contact center environment and receive an overview of the application process.

"As our local and national economies begin to recover from the recession, these positions with a global leader in relationship management will provide an excellent opportunity for some Hickory job seekers," said Aleyda Holcombe, site leader for the Convergys site in Hickory.

Scott Millar, president of the Catawba County Economic Development Corp., agreed.

"Every job is important right now as we try and pull our way out of this high unemployment," Millar said.

Catawba County's jobless rate is hovering at about 14 percent.

The average pay for the Convergys customer service positions is \$9.50 per hour. Holcombe said Convergys offers employees comprehensive training, flexible scheduling, and benefits including tuition reimbursement, 401(k) and paid and unpaid time off.

People can apply online at www.convergys.com/careers or call 315-6330 for more information. Walk-in candidates are welcome at 1507 Seventh St., SE, at 8:30 a.m., 10:30 a.m. and 2 p.m. daily.

Sessions of paid training for the new positions will be in February and March.

Hours vary according to program, with flexible scheduling that includes nights and weekends.

Holcombe said potential candidates should have solid customer service experience, strong computer skills and the ability to work flexible hours.

Convergys has 70,000 employees in 83 customer contact centers and other facilities in the United States, Canada, Latin America, Europe, the Middle East and Asia.

Global headquarters are in Cincinnati, Ohio.

On the Net: www.convergys.com