

Convergys to hire 120 employees



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A Hickory call center will hire 120 full-time employees to add to its current 500-member staff.

Convergys Corporation's new employees will provide customer service support for a Convergys client in the telecommunications industry.

"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. "The flexible scheduling options available with these positions are especially well suited to military spouses or others who are looking for ways to spend more time with their families."

Convergys offers employees comprehensive training, competitive wages plus incentives, flexible scheduling and benefits including tuition reimbursement, 401(k) and paid and unpaid time off. Seven-week sessions of paid training for these positions will take place throughout March. Hours vary according to program, with flexible scheduling that includes nights and weekends.

"This is a great time to be hiring our staff," Holcombe said. "The unemployment rate in our county is pretty high and in surrounding counties. There are a lot of great qualified employees out there looking for a job. We are very happy to be able to provide them with jobs."

Potential employees are invited to attend one of three applicant information sessions at 10 a.m., 2 p.m. and 5 p.m. Thursday at the Convergys contact center, located at 1507 Seventh St., SE. During the sessions, perspective applicants will learn more about Convergys, see the contact center environment and receive an overview of the application process.

Potential candidates should possess solid customer service experience, strong computer skills and the ability to work flexible hours.

Interested candidates may apply online at www.convergys.com/careers or call (828) 315-6330 for more information. Walk-in candidates are welcome at the site 8:30 a.m., 10:30 a.m. and 2 p.m.

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