

Fiserv creates 400 jobs with Hickory facility



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More than 130 jobs will come to Catawba County in the next three years through Fiserv Inc.

The Fortune 500 company opened its Hickory facility Tuesday, with more than 250 Catawba County residents already employed.

“We’re off to a great start,” said Lance Beck, Fiserv site director. “We look forward to building on that great start in the many, many years to come.”

The company officially opened its 60,000-square-foot facility Tuesday, but the building started serving customers Feb 15.

“It’s nice to have a building behind you, but it’s even better to have bodies already in the building working,” said Tony Rose, Catawba County Economic Development Corporation chairman.

Fiserv employees solve service-related issues in banking, mortgage lenders, leasing companies and credit unions. The company uses financial services technology to solve those problems from institutions worldwide while in the Hickory facility.

Jobs available for the Hickory facility include a bilingual inbound associate, a customer care associate, customer operations manager and a customer operations supervisor.

The company offers a benefits package with options for medical and dental plans, a life insurance plan, 401(k) retirement plan and paid holidays and vacations.

“To be able to establish new jobs has been a rewarding experience for all of us,” said Jardon Bouska, Fiserv division president.

Since the building opened, employees processed more than 175,000 service calls.

Hickory Mayor Rudy Wright presented Beck with a key to the city and declared May 18 Fiserv Day.

Kitty Barnes, Catawba County board of commissioners chairwoman, said the board is pleased to fulfill its goal of diversifying the county’s economic base and creating jobs.

“It was wonderful when Julie (Pruett, Catawba County Economic Development Corporation business recruitment director) came into the commissioners’ meeting and said, ‘I’ve got a corporation that’s giving us a good look,’” Barnes said. “We know that this is a new opportunity for our people.”

The Fiserv facility has a full-service cafeteria for its employees, who can opt into a \$3-per-day meal plan that includes breakfast and lunch. Complimentary beverages are available to employees throughout the day.

“Banking may see some changes, but financial services are not going away,” Barnes said.

Recruiting and retaining new businesses and industry is critical to the growth of the economy, said Dale Carroll, N.C. Department of Commerce deputy secretary.

“If the economic development were part of the Olympics, it wouldn’t be an individual competition. It would be a team sport,” he said. “You can see a meaningful change in terms of diversifying the local economy.”

Catawba Valley Community College partnered with Fiserv to help train some of the company’s employees.

People who couldn’t pass the company’s test were sent to CVCC to help them gain the skills needed to pass the test, Wright said.

Through study at CVCC, people passed the test and are now employed at Fiserv.

Fiserv serves more than 16,000 clients worldwide and earned a total revenue in 2009 exceeding \$4.1 billion.

Fiserv is currently accepting applications for jobs in its Hickory office, and those interested can apply at www.fiserv.com/careers.

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