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## Hickory call center to hire 160 people

By John Dayberry

Convergys Corp. is hiring for 160 full-time positions at its Hickory contact center.

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

“Convergys clients recognize the importance of providing quality customer service to surviving and thriving in this consumer-driven economy,” said Billie Coon, site leader for the Convergys contact center in Hickory.

“We’re looking for customer service-driven individuals with sales experience to handle customer calls, as well as provide information on client products and services.”

Ohio-based Convergys offers employees comprehensive training, competitive wages plus performance incentives, and benefits including medical and dental insurance, tuition reimbursement, 401(k), and paid and unpaid time off, Coon said.

The Hickory contact center already employs 675 people.

“We are thrilled they are continuing to hire people,” said Julie Pruett, director of business recruitment for the Catawba County Economic Development Corp.

When Convergys announced in 2008 its plans to open here, the company committed to creating 446 jobs by the end of 2011.

“They’ve far exceeded that promise,” Pruett said.

Convergys has approximately 70,000 employees in 67 customer contact centers and other facilities in the United States, Canada, Latin America, Europe, the Middle East, Africa, and Asia.

Convergys officials said potential candidates should possess solid customer service and sales experience, strong computer/keyboarding skills, and the ability to work a flexible schedule, including some evenings. Employment with Convergys is contingent on the successful completion of a background check.