



SOUTHERN IDAHO
ECONOMIC DEVELOPMENT
ORGANIZATION

CONTACT: Jan Rogers
208-320-2136 or
208-324-7408

FOR IMMEDIATE RELEASE

**INTERNATIONAL CONTACT CENTER TO OPERATE IN SOUTHERN IDAHO
BRINGING UP TO 1,200 JOBS**

TWIN FALLS, ID – June 29, 2010 – In a significant announcement for southern Idaho and the state, Florida-based C3/CustomerContactChannels has signed an agreement with the Twin Falls Urban Renewal Agency to begin hiring for 650 to 1,200 positions for a contact center in this rural community. Operations are slated to begin by early September.

C3/CustomerContactChannels, with call centers around the globe, serves Fortune 500 clients including health-care companies.

Hiring will begin immediately for 400 customer service representatives and 200 licensed insurance agents. Many supervisory and management jobs will also be filled.

“This announcement by C3/CustomerContactChannels is significant, not only for southern Idaho but for the state,” said Roger Madsen, director of the Idaho Department of Labor. “They will generate hundreds of good-paying jobs for residents in this community. The local economic impact the company will have on this region will be massive. This good news couldn’t have come at a better time,” he said.

C3/CustomerContactChannels will operate in a 48,170 square-foot building vacated by a Dell call center in January. Twin Falls Urban Renewal Agency acquired ownership of the building, over 680 workstations and more than 1000 PCs and laptops after Dell closed their center.

“We are proud to open our newest location in Twin Falls and have been particularly impressed with the quality of the workforce and strong work ethic in this community,” said Richard Mondre, co-chief executive officer of C3/CustomerContactChannels. “This property is perfect because it has been well maintained and is ready to go. And a local ready workforce can be quickly trained to accommodate our complex systems. Twin Falls will be a great place to support our sophisticated clients,” he said.

As the company focuses on setting up their operations, the College of Southern Idaho will offer training assistance while the Idaho Department of Labor will assist the firm in receiving qualified applicants for consideration.

“Bringing C3/CustomerContactChannels to our community was done in just five months thanks to a ready-to-go building, a large workforce already trained in customer service and the ability of the College of Southern Idaho to get folks trained quickly,” said Jan Rogers, executive director of Southern Idaho Economic Development Organization. “Entities are already ramping up to get folks ready to work in about 30 days. This is a major coup for our community and the entire state.”

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