



## Call Center Firms Add 15,503 Jobs in May

June 5, 2008

*The call center industry, including ARM and BPO providers, was growing last month as it hired staff around the globe.*

There were 17,225 call center jobs created at 24 facilities in May, while 1,722 jobs were displaced in the month, for a total addition of 15,503 jobs, according to [Site Selection Group](#), a Dallas-based firm that tracks the call center industry worldwide.

That's a substantial increase from the 2,824 total jobs added in April, when there 6,095 call center jobs were created at 16 facilities and 3,271 displaced, Site Selection reported.

Much of May's increase occurred in the Philippines where two large business process outsourcing firms expanded their reach. Convergys added 7,000 jobs and Sutherland Global Services added another 2,800 jobs.

Several firms in the account receivables management sector also added jobs in May. NCO Group added 350 jobs in Joplin, Mo. ("[NCO Group to Expand in Missouri on Best Buy Contract](#)," May 13), and Sitel created 295 call center jobs in Nicaragua. In addition, Alorica is creating 600 jobs in Terre Haute, Ind. ("[600 Call Center Jobs Coming to Indiana](#)," May 16).

[Site Selection](#) is a full service location advisory firm that has worked on more than 500 call center projects worldwide.

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