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## **Downturn Slowing (But Not Stopping) U.S. Contact Center Expansion**

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The U.S. economic downturn has led to a slowdown in contact center job creation, reports the Site Selection Group. There has been a year-to-date decrease of 27,189 new jobs to July 2008 as compared to July 2007 with 1,990 jobs in July displaced at 11 facilities closing or downsizing.

At the same time there continues to be stable growth in key offshore markets as well as at strategic domestic locations.

The global net effect has been a monthly increase of 3,015 jobs displaced as compared to June 2008, 9,725 new jobs created at 16 facilities opening or expanding, and an increase of 134 new jobs as compared to June 2008. There has been a year-to-date increase of 9,122 jobs displaced as compared to 2007.

Here are the new and expanded contact centers announced by employers in July 2008:

- Yucheng Tech, China (4,500 jobs-expansion)*
- StarTek, Makati City, The Philippines (1,100 jobs-new)*
- iQor, Clark, The Philippines (700 jobs-new)*
- ACS, Jamaica (600 jobs-expansion)*
- N.E.W. Terre Haute, Ind. (480 jobs-new)*
- Customer Elation, Hutchinson, Minn. (325 jobs-new)*
- ERC, Waycross, Ga. (300 jobs-new)*
- iEnergizer, Austin, Tex. (300 jobs-new)*
- RMS, India (220 jobs-expansion)*
- ER Solutions, Montgomery, Ala. (200 jobs-expansion)*
- Mass Mutual, Memphis, Tenn. (200 jobs-expansion)*
- Lifetouch, Muncie, Ind. (200 jobs-expansion)*
- Kaiser Permanente, Denver, Colo. (200 jobs-expansion)*
- Cupio Partners, Sherman, Tex. (170 jobs-new)*
- Results, Las Vegas, Nev. (150 jobs-new)*
- RMS, Bethlehem, Penn. (80 jobs-expansion)*

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