

CHOOSE COLUMBUS

GEORGIA



For CALL CENTERS

GOOD TO KNOW:

Aflac, Blue Cross Blue Shield of Georgia and TSYS maintain call center divisions within their total Columbus operations.

The Columbus Region has approximately 4,500 people working in customer call centers. Companies such as Aflac, Blue Cross Blue Shield of Georgia and TSYS operate call centers that employ more than 2,100 agents. Consumer management company Convergys, based in Cincinnati, OH, employs about 450 customer service representatives, talent acquisitions experts, human resources professionals, and operations managers at its new site in Columbus.

Georgia is the fifth largest market for call center-related talent. Moderate wages, a prominent headquarters base, and a strong work ethic contribute to the state's success in this industry. Occupations in the industry include computer network support specialists, computer user support specialists, telemarketers, bill and account collectors, customer service representatives, reservation and ticket agents, and travel clerks.

WHY THE COLUMBUS REGION FOR CALL CENTERS?

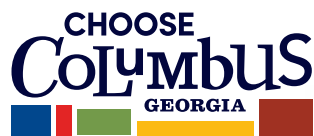
The Columbus Region's workforce is highly skilled with a strong work ethic. Call center operations are able to find the employees they need at the right price – average hourly wage for these workers in Columbus is \$14.30.

Workforce & Training

Georgia's pipeline of 1,860 annual graduates from the state's technical schools with related customer service certificates offers a steady stream of skilled workers, not including the 65,000 students graduating annually from University System of Georgia colleges and universities.

Columbus Technical College has been working with local leaders to develop a standardized curriculum that will build a well-trained service industry-driven workforce. Students can enter such industries as healthcare, insurance, corporations, and hospitality with the skill set needed to provide quality frontline customer service. Columbus Tech's Service Industry Academy offers a Certified Customer Service Specialist program that includes training in computer skills, marketing, sales, telephone manners, critical thinking, and how to manage/interact with difficult customers or multicultural customers.

As the Columbus Region's provider of Georgia's acclaimed Quick Start workforce training program, Columbus Tech also provides free, comprehensive workforce solutions for qualified new and expanding call centers.



We do amazing.

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Largest
Columbus
Region
Call Centers

COMPANY	CALL CENTER EMPLOYEES
TSYS	1,600
BLUE CROSS BLUE SHIELD OF GEORGIA	1,000
AFLAC	600
CONVERGYS	450

Source: Georgia Power Community & Economic Development Contact Centers Report, 2016