

CHOOSE COLUMBUS

GEORGIA



For SHARED SERVICES

GOOD TO KNOW:

Georgia's overall cost of doing business is just below the national average. Low energy costs, low wage rates, and low state and local tax burdens are among the state's strengths.

Shared services defines an operational philosophy that involves centralizing administrative functions such as finance, purchasing, inventory, payroll, hiring, and information technology. Many companies operate shared services within their specific organizations; some even offer their services to outside firms on the open market.

Data Centers, Customer Contact Centers, Knowledge Centers, Customer Service Centers, Shared Service Operations all flourish in the Columbus Region. Columbus-based credit card processor TSYS, for example, has been successful in providing seamless, secure and innovative solutions across the payments spectrum using the shared services model.

WHY THE COLUMBUS REGION FOR SHARED SERVICES?

The Columbus Region's workforce is highly skilled with a strong work ethic. Shared services operations are able to find the employees they need at the right price.

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's Service Industry Academy has developed a Certified Customer Service Specialist program to 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.

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 shared service centers.



We do amazing.

1200 6th Avenue | P.O. Box 1200
Columbus, GA 31902-1200
(706) 327-1566
www.choosecolumbusga.com

2016 Columbus Region Wage Survey (Hourly)

INDUSTRY	HOURLY \$
BILL & ACCOUNT COLLECTORS	\$16.15
BILLING & POSTING CLERKS	\$15.25
COUNTER & RENTAL CLERKS	\$12.46
DATA ENTRY KEYERS	\$11.91
FIRST-LINE SUPERVISORS/MANAGERS OF OFFICE AND ADMINISTRATIVE SUPPORT WORKERS	\$24.43
GENERAL & OPERATIONS MANAGERS	\$45.58
LOAN INTERVIEWERS & CLERKS	\$17.17
ORDER CLERKS	\$18.09
SALES REPRESENTATIVES, SERVICES, ALL OTHER	\$25.88
SALES AGENTS - SECURITIES/COMMODITIES/FINANCIAL SERVICES	\$32.47
TAX EXAMINERS, COLLECTORS, & REVENUE AGENTS	\$19.85

Source: U.S. Bureau of Labor Statistics, Columbus Occupational Employment and Wage Estimates