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## **Alpine Access Hiring Over 100 Home-Based Agents in Minnesota**

By Stefania Viscusi, Assignment Desk Editor

Continuing on with its move to create jobs and establish presence in more states across the U.S., Alpine Access, a provider of contact center services including home-based call center outsourcing, has announced it is now looking to hire over 100 customer care professionals throughout the state of Minnesota.

These home-based employees will help the company to meet increasing demands from new and existing customers and will further increase the amount of diverse and qualified customer care agents needed to meet their clients' needs.

By hiring at home agents located across the map, Alpine has the advantages of greater skilled agents, greater revenue per call, and increased customer satisfaction than with a traditional brick and mortar call center.

Their latest applicant search in Minnesota calls on self-starters looking for a home-based employment with a strong educational background, work history with previous customer service-related responsibilities and strong online skills.

"Companies are continuing to recognize the quality and value that Alpine Access' home-based contact center model provides and as a result, we are pleased to expand our hiring efforts," said Christopher M. Carrington, CEO of Alpine Access.

"With high productivity, high motivation and low absenteeism, Minnesota and its residents have as many economic benefits as they do lakes. For this reason, we eagerly anticipate increasing our candidate pool with Minnesota applicants."

The company also announced it was bringing more jobs to Louisiana, Oklahoma, Nebraska and South Carolina over the last year.

In an interview with TMCnet, Stephen W. Schovee, chairman of Alpine Access's board of directors said, "What is most exciting about Alpine Access is that the company's business model is ideal for the current customer care market. Alpine Access' motto is 'The Highest Quality, Lowest Cost, Most Secure Call Center in America' and it's true. The education and experience

level of the company's customer care professionals is superior all 'bricks and mortar' call centers. Their performance metrics consistently outperform those of onshore and offshore agents, and the company can offer its services at below traditional call center pricing due to its virtual model.”

“The home-based model has become mainstream and as a result, Alpine Access is positioned for tremendous growth,” said Schovee.

Also this month, Alpine Access made headlines with the introduction of Alpine Access Consulting, the industry’s first service dedicated to helping companies set up their own home-based contact centers. The new offering will help with all aspects of establishing and managing an at-home contact center program.