

Johnson City/Jonesborough/Washington County Success Story



A significant success has occurred in Johnson City, Tennessee with the growth and expansion of Advanced Call Center Technologies (ACT) located at 3035 Boones Creek Road. ACT opened a 30,000 square foot facility in Johnson City in September 2002 with 30 employees, expecting to eventually grow to 400 employees. The company now exceeds 1,000 employees with its recently completed 10,000 square foot building addition. ACT is a full service inbound/outbound call center providing customer service, lead generation and collection services. Dave Quick, ACT Vice-President of Human Resources provided an in-depth presentation at a recent Economic Development Board monthly meeting sharing the ACT success story as well as enlightening the Board on key aspects of the call center industry.

Of major interest to the Economic Development Board is ACT's evaluation of the local labor force and its exemplary success with its call center operation. Dave Quick stated that "Johnson City is a great place with an incredible labor market" which contributed to the company's decision to expand its facility in Johnson City rather than relocating another call center elsewhere. ACT's payroll is growing from \$7 million in 2004 to \$8 million in 2005 and \$10 million in 2006. ACT has approximately 1,800 employees in call centers it operates in New Mexico, Texas, and Johnson City, paying an average rate of from \$10 to \$12 according to Quick. The Johnson City location has been a star performer for ACT and is now its flagship site.

"The motto at ACT is to hire the attitude and train the skill," Quick said. "The advancement opportunities at ACT are phenomenal. Nearly 85% of the support staff has been promoted from within. We recognize and reward hard work at ACT and our employees take pride in their ability to exceed client demands and ramp up quickly to meet their needs. Most of our clients are Fortune 500 companies and have high expectations of the service we provide," reported Quick at the Board meeting.

Quick also noted the availability of services from the Economic Development Board, Chamber of Commerce, Alliance for Business and Training, and other local and regional partners that have helped his company keep pace with its need for quality new employees. Quick has worked with Economic Development Board staff to develop a "Jobs Listings" section of the EDB website www.jcedb.org to help staff new positions. ACT is also involved with the Chamber of Commerce's Partners in Education program and exhibits a strong ethic in giving back to the local community.

P.C. Snapp, Executive Director of the Johnson City, Jonesborough, Washington County Economic Development Board stated. "**Advanced Call Center Technologies is a company with enormous potential and their success in growing our local economy with quality new jobs is very exciting. Speaking for myself and the EDB Executive Board, we are grateful for ACT's continuing investment and their confidence in selecting Johnson City as the premiere call center location for this exemplary company.**"