

MEDFORD, Mass. and BRISTOL, Tenn., – March 4, 2016 – Agero, Inc., a leading provider of vehicle and driver safety, security and information services, announced today that it has selected the Tri-Cities region of Tennessee as the site for the company’s sixth inbound contact center. Agero currently operates five regional facilities in Clarksville, Tenn., Medford, Mass., Sebring, Fla., Tucson, Ariz., and Sault Ste. Marie, Ontario. The contact centers provide critical roadside assistance to over 75 million drivers nationwide. This expansion to a sixth center is in response to Agero’s growing customer base and the rising demand of its high-touch roadside assistance services.

“Over the past several years, we have experienced tremendous growth as more and more companies within the automotive and insurance industries are adopting new technologies such as UBI, location-aware services and data analytics. Across the nation, our call center agents respond to more than 8 million requests annually, and with our growing customer portfolio, we want to ensure that drivers are receiving top-notch customer service from experienced professionals,” said Agero CEO Dave Ferrick. “With its close knit community and strong labor market, we found the Tri-Cities area to be the ideal location for our newest facility, and look forward to building a lasting partnership with the local residents.”

The Tri-Cities contact center is scheduled to open in Spring 2016. Agero will be holding job fairs from March to May 2016 with the goal of hiring 600 associates to support the new site. The company will be interviewing for a variety of positions including response associates, supervisors, operations managers, contact center director, and various human resources, information technology and facilities staff.

“I couldn’t be more excited that Agero has decided to make Bristol home to its latest facility,” said Sullivan County Mayor Richard Venable. “This industry sector has been a steady employer in our region and Agero is as coveted as any company within that sector. I know they will find an outstanding workforce which is the key to any successful business, and I look forward to working with them as they grow and prosper where Tennessee begins its business day.”

“It’s welcome news that Agero has selected Bristol for this impressive project. This company has a history of exceeding expectations in every community where they have a presence. The impact of this win will be felt throughout Northeast Tennessee. I wish them the best of luck and congratulate them on making an outstanding decision. I know they will have great success here,” said Tennessee Lieutenant Governor Ron Ramsey.

With demand for Agero’s services increasing, the Tri-Cities site will leverage mobile and cloud technologies to enable the associates to provide the best service to drivers in need. Agero is dedicated to maintaining a skilled staff at all of its regional centers, and will be offering extensive training opportunities for the new Tri-Cities associates. Agents at Agero’s new facility will also enjoy a high energy and fulfilling work environment, as well as a casual dress code.

“Beyond the critical work being done within the contact center every day, Agero also strongly believes that corporate social responsibility is important to encouraging a positive work environment that extends from associate to consumers and the community at large. The company looks forward to supporting and encouraging associates at the new Tri-Cities location to be active participants in their local communities through education programs, community building events, fundraising initiatives, and Corporate Giving Programs,” said Agero VP of Human Resources, Sandy Savage.

According to NETWORKS CEO Clay Walker, “Agero is the ideal corporate citizen. In my conversations with

colleagues who have worked with Agero in other communities, they have raved about Agero's pattern of exceeding all of its projections and given the company high marks on community involvement. If you were to hand pick a company from the call center sector for your community, you'd be hard pressed to find one that matches, much less exceeds Agero."

The facility is located in the 48,500 square-foot building at 115 Sprint Drive, Blountville, Tenn., formerly known as the Sprint Call Center. The building is also Leadership in Energy and Environment Design (LEED) certified by the U.S. Green Building Council. Agero is slated to occupy the building the week of March 7th with operations under way in late Spring 2016. Agero will begin the first round of hiring the week of March 14th. The first training for new agents is scheduled for April 25th.

Agero's regional contact centers handle incoming calls from vehicle owners, acting on behalf of vehicle manufacturers and insurance providers that offer roadside assistance through Agero as part of their service packages. The new Tri-Cities center is anticipated to handle up to four million inbound calls within the first year of its operation.

Applicants can apply online at Agero.com/careers.

Article source - Agero.com