

TTEC Holdings, Inc. Logo

TeleTech is Now Hiring for its Hopkinsville, KY Customer Experience Center

July 14, 2014

TeleTech to Bring Hundreds of Additional Jobs to the Region

DENVER, July 14, 2014 /PRNewswire/ -- TeleTech Holdings, Inc. (NASDAQ: TTEC), a leading global provider of analytics-driven, technology-enabled customer engagement solutions, today announced that it will be hiring for 300 new jobs at its Customer Experience Center in Hopkinsville, KY; this brings the total number of employees in the Hopkinsville facility to approximately 700. With this announcement, TeleTech expands its ability to deliver a seamless customer experience on behalf of two of its healthcare clients. As TeleTech actively hires for these new positions, it continues its commitment to supporting local communities, including Hopkinsville, by providing regional workforces with ample opportunities for employment.

"The healthcare industry is going through a rapid transformation that requires a clear focus on the customer experience," said Ken Tuchman, CEO of TeleTech. "We understand the challenges this change is creating for our clients and we are delighted to find a workforce in Hopkinsville that has the talent and skills to deliver exceptional support to their customers."

TeleTech's Hopkinsville site serves two major clients in the healthcare services and personal health products industries. TeleTech will train qualified candidates for certain roles, and is looking to fill a variety of positions. Job fairs will be held on July 16th and 17th from 10am to 5pm at TeleTech's site in Hopkinsville at 4000 Fort Campbell Blvd for interested candidates to learn more about opportunities for employment.

TeleTech's involvement in Hopkinsville stems from a number of successful partnerships with local organizations and regional institutions. The South Western Kentucky Economic Development Council and the West Kentucky Workforce Investment Board were instrumental in helping TeleTech initially launch its site and secure training facilities in late 2012, while the West Kentucky Workforce Investment Board also assisted by promoting the location through media and advertisements and providing employee referrals. The Hopkinsville Community College, the Christian County Chamber of Commerce, Good Will Industries and Fort Campbell were all also strategic partners, helping organize job fairs and offering employee referrals.

TeleTech has been a global pioneer in the customer experience industry for more than thirty years. Its technology-enabled services platform delivers a seamless customer experience across all channels and phases of the customer lifecycle to build customer loyalty and increase lifetime value. To learn more about positions with TeleTech, please visit www.teletechjobs.com.

ABOUT TELETECH

TeleTech, founded in 1982, is a leading global provider of analytics-driven, technology-enabled services that puts customer engagement at the core of business success. The Company offers an integrated platform that combines analytics, strategy, process, systems integration, technology and operations to simplify the delivery of the customer experience for Global 1000 clients and their customers. This holistic multichannel approach improves customer satisfaction, increases customer loyalty and drives long-term profitability and growth. From strategic consulting to operational execution, TeleTech's over 40,000 employees speaking over 50 languages deliver results for clients in the automotive, communications and media, financial services, government, healthcare, technology, transportation and retail industries. Through the TeleTech Community Foundation, the Company leverages its innovative leadership to ensure that students in underserved communities around the globe have access to the tools and support they need to maximize their educational outcomes. For additional information, please visit teletech.com.

SOURCE TeleTech Holdings, Inc.

Investor Contact: Paul Miller, 303.397.8641, or Media Contact: Elizabeth Grice, 303.397.8507