



Now Hiring!!!

Customers Service Representatives & Experienced Call Center Supervisors

This is a great opportunity for you to advance your career in our friendly, fun, inbound call center environment! We are looking for energetic individuals with computer and customer service experience. We offer EXCELLENT bonuses and other incentives. Apply with us today and begin your future tomorrow.

Perks:

Free DirecTV, Employee Discounts, Inbound Calls Only, No Outbound Sales, No Collections, Paid Training, Casual Work Attire, Promotion Opportunities

Excellent Benefits:

Medical, Dental, Vision, 401(k) Plan, Paid Holidays, Paid Vacations, Life Insurance, Flexible Spending Account, Short-Term Disability, Long-Term Disability

Agents starting at \$9.25/hr. (\$10/hr. in 6 months)

**4420 The 25 Way
Albuquerque, NM 87109
Jefferson & I-25**

Apply at (www.sitel.com)

For more information call: (505) 724-4000
EOE, M/F/D/V Employer

Corporate Overview

Sitel is a global Business Process Outsourcing (BPO) leader. The company meets clients' customer care and transaction processing needs through 60,000 associates in 26 countries. Sitel provides world-class solutions from onshore, nearshore and offshore locations across 140+ facilities throughout North America, South America, EMEA and Asia Pacific.

What We Do

Sitel provides fully integrated customer care and back office processing services that focus on delivering a return on customer investment to our clients by reducing service costs, improving customer retention and increasing revenue per customer.

Sitel's ability to serve customers and track customer information across multiple channels enables us to consistently provide positive, intelligent service on behalf of our clients.

- **Customer Care**
Repeat purchases, up-sell/cross-sell, billing information, issue resolution, account change, reservations, loyalty clubs, investor inquiries and warranty calls
- **Customer Acquisition**
Inbound sales, outbound sales, order taking, lead generation, DRTV/bureau, product information, subscription renewals and database management
- **Technical Support**
Troubleshooting, hardware/software support, Internet support, PC/server support, corporate helpdesk, warranty and post warranty
- **Risk Management**
Pre charge-off, post charge-off, early fraud, credit activation, property recovery, skip tracing, disaster prevention and recovery
- **Back-Office Processing**
Order and payment processing, eCommerce, catalog, continuity services and rebate processing activities
- **Collections & Receivables**
Pre charge-off, post charge-off, early fraud, credit activation, property recovery, skip tracing, disaster prevention and recovery

The company's award-winning services provide clients with the strategic insight, scale and diversity of offerings to ensure the best return on their customer investment. For more information, please visit www.Sitel.com.



Facts at a Glance

Associates 60,000

Facilities 140+

Languages 36

Facilities in 26 Countries:

- Australia
- Belgium
- Brazil
- Bulgaria
- Canada
- Chile
- China
- Colombia
- Denmark
- France
- Germany
- India
- Italy
- Mexico
- Morocco
- Netherlands
- New Zealand
- Nicaragua
- Panama
- Philippines
- Poland
- Portugal
- Singapore
- Spain
- United Kingdom
- United States