

APAC in Cedar Rapids

APAC offers its employees a terrific work environment with:

- Flexible schedule options
- Advancement potential
- Paid career development training
- Ample benefit structure with incentives for good performance

Cedar Rapids Facility

Center Highlights:

- Established in 2005
- 30,000 square feet
- Approximately 300 workstations
- Employee Information Boards throughout the facility

At APAC Customer Services, Inc. our mission is clear: “We help our clients serve their customers better.”

Leveraging skills in complex inbound customer care services and solutions, APAC’s core competency is helping our clients meet their corporate goals. We do that by applying innovation, value strategies and a team of customer care professionals committed to high quality interactions.

APAC Value

Every day, more than 9,000 APAC employees interact with millions of customers. Our teams go beyond simply responding to customer interactions. They provide value strategies, adeptly managing consumers’ demands for multiple touch points on the phone, on the web, and via email and direct mail.



Cedar Rapids Facility APAC Overview

APAC is a multinational leader in outsourced services with nearly 35 years of experience and more than 9,000 professional contact management employees across the U.S. and Philippines. We are a public company built on long-standing client relationships with Fortune 500 market leaders. Our flexibility and expertise enables us to respond to opportunities and meet clients’ changing business needs. As an established company with a consistent, proven approach, we are recognized as a leader within our industry:

- Ranked in the Top Ten of Service Providers for More than 17 years by Customer Interaction Solutions magazine
- Earned Gold Level 2006 MVP Quality Award for Complex Healthcare online support program in Philippines
- Recipient of 2005 & 2006 Industry Awards for high-quality, results-oriented solutions
- 2005 CRM Excellence award winning program reaches high quality standard in our Manila location





Center Capabilities:

- Complex Customer Care on behalf of Fortune 500 industry leaders
- Multi Channel Contact Management
- Expert-level service training
- Licensed Agents
- Bilingual Agents
- **atHOME™** Agents

City Facts:

Cedar Rapids, IA is the City of Five Seasons, where the fifth season is "a time to enjoy"

- County seat of Linn County
- Population: 247,940 Cedar Rapids metro
- Second largest city in Iowa
- Number 64 on Money Magazine's best places to live
- The city is 64.4 mi² of which 1.99% is water
- Average resident age: 37 years old

Community Involvement:

- United Way Campaign
- Red Cross
- Chamber of Commerce
- Junior Achievement
- March of Dimes
- HAACAP Iowa Habitat for Humanity

Exceptional Labor Force:

- More than 21% of local employment population in service/retail industry
- Rated 32nd for best places for business
- More than 10 local colleges

Plenty to do:

- Historic Amana Colonies
- Hancher Auditorium
- Brucemore Mansion
- Cedar Rapids Rough Riders Professional Hockey Club
- National Czech Museum
- Cedar Rapids Symphony
- IMAX/Science Station
- Kernals Minor League Baseball
- Hawkeye Downs Stock Car Racing

Birthplace of:

- Elijah Wood, actor (Lord of the Rings trilogy)
- Carl Van Vechten, novelist and photographer
- Kurt Warner, Arizona Cardinals quarterback, MVP with St. Louis Rams for the 1999 NFL season and Super Bowl XXXIV
- Grant Wood, artist (American Gothic)
- Ashton Kutcher, actor

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Most importantly, APAC is committed to each employee's success. Our teams are provided with clear objectives, the tools and training to get the job done and the coaching and personal development to advance your career. Learn about Cedar Rapids job opportunities at:

www.apacjob.com/cedarrapids

APAC The Customer Care Experts