

APAC in Newport News

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

Newport News Facility

Center Highlights:

- One of Newport News' largest employers
- Established in 1995
- 106,000 square feet
- Approximately 760 workstations
- On premise restaurant
- Large employee lounge area with an assortment of vending machines
- 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.



Newport News 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
- Self-service agents
- Bilingual agents

City Facts:

The city of Newport News, VA offers you the opportunity to discover the ocean, the ships, the wars and the history of America.

- Population: 181,643 approx.
- Average resident age: 32 years old
- Average annual temp: 68 degrees

Newport News is the namesake of Captain Christopher Newport, commander of the Susan Constant, flagship of the three ship English fleet that landed on Jamestown Island in 1607.

Newport News Park is one of the largest municipal parks in the United States, consisting of 8,065 acres with approximately 3,500 acres in use from sunrise to sunset daily.

Community Involvement:

- United Way Campaign
- Muscular Dystrophy Association
- Red Cross
- Food Bank of Virginia
- Chamber of Commerce

Exceptional Labor Force:

- More than 30% of the civilian workforce is in the services industry
- Unique Cultural Diversity
- More than 10 local colleges

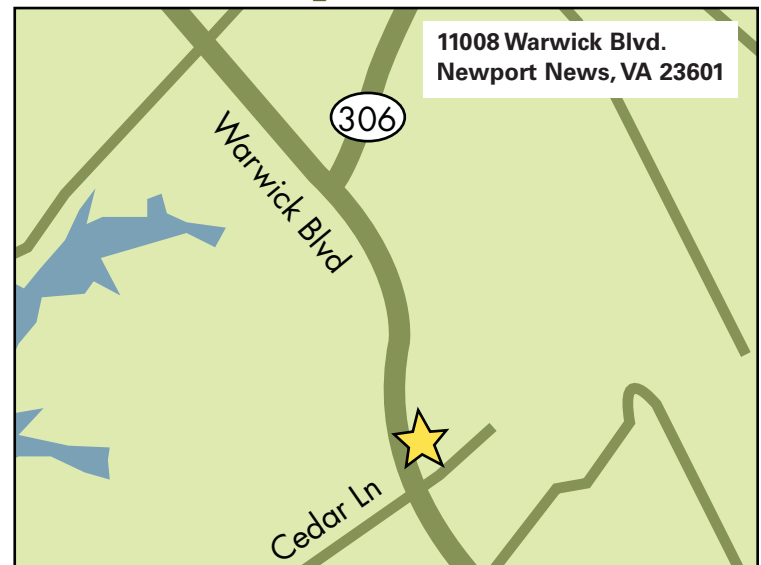
Plenty to do:

- The Virginia Living Museum
- The Virginia War Museum
- The Mariner's Museum
- The Newsome House and Cultural Center
- Lee Hall Mansion
- U.S. Army Transportation Museum
- Peninsula Fine Arts Center
- Endview Plantation
- Newport News Golf Club

Birthplace of:

- Legendary jazz singer Ella Fitzgerald
- Author William Styron
- NFL quarterback Aaron Brooks
- NFL quarterback Michael Vick
- NBA star Allen Iverson

APAC in Newport News



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 Newport News job opportunities at:

www.apacjob.com/newportnews
or by calling **1-800-631-0796**.

APAC The Customer Care Experts