

APAC in Tucson

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

Tucson Facility

Center Highlights:

- Established 2001
- 63,707 square feet
- Approximately 630 workstations
- More than 930 employees
- Large employee lounge with an assortment of vending machines
- Employee Information Boards throughout the facility
- 5 Training rooms

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.



Tucson 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
- Bilingual
- Multi Channel Contact Management
- Business process management
- Licensed Agents
- Expert-level service training
- Self Service Agents
- HIPAA compliant
- 24x7

City Facts:

Tucson, AZ boasts the best of both worlds...the progress and innovation of a metropolitan community and the friendly, caring atmosphere of a small town.

- County seat of Pima County
- Population: 955,800 approx.
- Ranked among top ten for: US places to live, Fittest city, Digital City, Hispanic City
- Astronomy center of the world
- Settled for more than 12,000 years
- Average resident age: 33 years old
- 360 Sunny days a year

Community Involvement:

- United Way Campaign
- Local Schools
- Special Olympics
- Salvation Army
- Sponsor of local sports team
- Chamber of Commerce

Exceptional Labor Force:

- Named Smart Money Magazine's third most favorable location for business
- 15th best metro for job growth
- More than 5 local colleges
- Diverse cultural population

Plenty to do:

- Mission San Xavier del Bac
- Old Tucson Studios
- Arizona-Sonora Desert Museum
- Pima Air and Space Museum
- Titan Missile Museum
- Reid Park Zoo
- Tucson Botanical Gardens
- Tucson Symphony Orchestra

APAC in Tucson



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 Tucson job opportunities at:

www.apacjob.com/tucson
or by calling **1-800-631-5081**

APAC The Customer Care Experts