

APAC in Tampa



APAC offers its employees a terrific work environment with:

- Flexible schedule options
- Advancement potential
- Paid career development training
- Competitive benefits
- Performance based incentives

Tampa Facility

Center Highlights:

- 99,000 square feet
- 750 workstations
- 800 employees
- Large employee break room with cafeteria
- Employee Information Boards throughout the facility
- Managed by APAC as of April 30th, 2007
- Ranked in the Top 50 largest employers in the Tampa area

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.



Tampa 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
- Selected by AARP in 2006 as one of their national team employer members





Center Capabilities:

- Complex Customer Care on behalf of Fortune 500 industry leaders
- Multi Channel Contact Management
- Expert-level service training

City Facts:

The City of Tampa offers you a big city feel on the edge of the Ocean.

- Tampa population: 303,450 (2000 census)
- Third largest city in Florida
- Median age is 35
- Peoples of Hispanic or Latino descent is 18%
- 1,048 square miles of land
- 24 square miles of inland water
- Tampa port is the 7th largest in the nation
- Average temperature 80 degrees
- "America's Best Hospitals" by U.S. News & World Report

Community Involvement:

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

Exceptional Labor Force:

- 3.0% unemployment rate (2005)
- 1.93 million workforce (2005)
- Boasting one law school, one medical school, two 4-year universities, and other higher learning institutions
- Diverse cultural population
- Ranks 16th in the country (among cities >250,000 residents) for literacy

Plenty to do:

- Tampa Museum of Art
- Ybor City Memorial Park and Museum
- Florida Holocaust Museum
- The Florida Aquarium
- Lowry Park Zoo (voted #1 zoo in America by Child magazine)
- Adventure Island
- Bush Gardens

Attractions and Entertainment:

- Tampa Bay Devil Rays (MLB-AL)
- Tampa Bay Lightning (NHL-East. Conf.)
- Tampa Bay Buccaneers (NFC)
- Gasparilla Pirate Festival

Tampa Natives:

- Leo Gallagher (b. 1947), better known as Gallagher
- Tino Martinez – (b. 1967), professional baseball player
- Joe Varde, NASCAR driver
- Brittany Snow – (b. 1986), actress

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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 Tampa job opportunities at:

www.apacjob.com/tampa
or by calling **1-800-397-2542**.

APAC The Customer Care Experts