

Customer Direct Plans to Add at Least 60 Jobs in the St. Louis Market

Announcement comes as company significantly expands its client portfolio

ST. LOUIS, MO – JUNE 9, 2014 – Chesterfield, Missouri-based Customer Direct (parent of Guest Direct), North America’s leader in contact center services, today announced immediate plans to add at least sixty (60) agents at its Chesterfield and Arnold, MO facilities. Customer Direct’s Agents provide reservations, customer care, multi-tier technical, and back-office operations support to leading companies throughout the U.S. and the world. Industries served include Hospitality, Publishing, and Internet Retailing.

“We are fortunate to be experiencing so much growth. Most of our success continues to be driven by the exceptional performance of our Agents,” said Customer Direct’s President/CEO Robert W. Nolan, Jr. “They are the life-blood of our business, and our job of onboarding new customers, be it hotels, publishers, Internet retailers, etc. is made so much easier thanks to the care and diligence potential clients witness when they first meet and hear our Agents. And as business continues to grow, so does our need to bring on new team members. As a native St. Louisan, I’m proud to say these jobs will be added right here in St. Louis.”

Customer Direct prides itself on having the best Agents in the contact center industry, and its approach to hiring, training, and providing ongoing support helps to ensure that the friendliest, most knowledgeable, helpful and effective Agents are the ones answering customers’ calls, emails, and chat conversations.

And the collaborative, professional, flexible, and rewarding environment at Customer Direct is structured to treat the Agents like the superstars they are.

Mr. Nolan continued, “Our Agents are frequently the first point of contact that consumers will have with our clients’ brands, so it is imperative those experiences be successful ones. We stress to our Agents that they are paid to **think**, and that their role is to **help**. Helping people is worthwhile and rewarding work; and let’s face it, if you don’t think what you’re doing in your job has any value, or makes a difference in anyone’s life, it’s hard to get real excited about it. Through the training that we provide, and the thinking that we insist upon, our Agents experience an environment where personal growth and opportunity for career advancement become tangible benefits of their time as Customer Direct team members. In addition to a Culture based on doing worthwhile work, learning and growth, we offer industry-leading compensation packages, health and vacation benefits, fun social events, and more.”

Those interested in learning more about the opportunities at Customer Direct are invited to visit customerdirect.com/careers.

Mr. Nolan concluded, “We don’t hire people to answer phones; we hire them to think, solve problems, and provide solutions...to help people in a kind and friendly way. So, if you love helping others, and are looking for a great career at a place where you can make lifelong friends...we’d love to hear from you.”

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About Customer Direct

Founded in 1997, St. Louis-based Customer Direct and its Guest Direct division provide outsourced call, email, and chat sales & support services for a wide variety of clientele. These services include customer care, multi-tier technical support, and back-office fulfillment. Customer Direct and its Guest Direct division serve domestic and international clients within industries such as hospitality, Internet retail, publishing, catalog sales, and health care.

For more information, contact Customer Direct at 1-800-332-3756 or sales@customerdirect.com. Or visit <http://customerdirect.com>.

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