



city of
bristol

News Release

FOR IMMEDIATE RELEASE
Friday, March 4, 2016

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Agero to open new Bristol contact center

Agero, Inc. announced today that Bristol has been chosen as the site for the opening of the company's sixth inbound contact center with plans to hire nearly 600 associates by Spring 2016. Agero is a leading provider of vehicle and driver safety, security and information services. The new Bristol center will join five existing locations in Clarksville, Tennessee, Medford, Massachusetts, Sebring, Florida, Tucson, Arizona, and Sault Ste. Marie, Ontario in providing critical roadside assistance to over 75 million drivers nationwide. Agero's regional contact centers handle incoming calls from vehicle owners, acting on behalf of vehicle manufacturers and insurance providers that offer roadside assistance through Agero as part of their service packages.

Agero CEO Dave Ferrick commented that "Across the nation, our call center agents respond to more than 8 million requests annually, and with our growing customer portfolio, we want to ensure that drivers are receiving top-notch customer service from experienced professionals." Regarding their choice of this region as the site for their new center, he added that "With its close knit community and strong labor market, we found the Tri-Cities area to be the ideal location for our newest facility, and look forward to building a lasting partnership with the local residents." The new Tri-Cities center is anticipated to handle up to four million inbound calls within the first year of its operation.

Bristol, Tennessee's Director of Economic Development, Tom Anderson, said regarding the announcement, "This is wonderful news not only for the City of Bristol, but also for our region as a whole, as northeast Tennessee has once again been recognized and chosen by a highly regarded national firm like Agero as being the prime location for their organization to continue to grow and prosper. We look forward to supporting them as they become a part of our community." Lea Powers, Mayor of Bristol, Tennessee added, "We are excited to welcome a company like Agero that brings with it not only a reputation of surpassing all expectations as strong corporate citizens in the communities where they operate, but also an appreciation of the superb work force our region has to offer."

The company will be hosting job fairs from March through May with the first round of hiring scheduled to begin on March 14th and the first training for new agents slated for April 25th. Included in the 585 positions Agero seeks to fill will be response associates, supervisors, operations managers, contact center director, and various human resources, information technology, and facilities staff. Interested applicants may apply online at Agero.com/careers. The new facility will be housed at the former Sprint call center at 115 Sprint Drive in Blountville.

For more information, contact Tom Anderson, Director of Economic Development, at 423-652-0184 or email tanderson@bristoltn.org.