

AT&T: Major area employer adding jobs

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GUILFORD COUNTY — A major area employer and global giant in the telecommunications field will add jobs to its Guilford County facility.

AT&T Inc. will hire 50 new workers at its customer service operation in western Greensboro. The facility is on Wireless Drive northeast of Piedmont Triad International Airport.

The business customer service specialist positions start with pay between \$13.98 and \$16.12 per hour and provide an opportunity to receive pay increase after six months, according to AT&T. The jobs involve handling customer questions, complaints and billing inquiries.



WANT TO APPLY?
To apply for the AT&T Inc. customer service jobs in Guilford County, check the website www.att.jobs/job/greensboro/business-customer-service-specialist/117/8723625.

"The Greensboro-High Point economic development staffs appreciate that AT&T is adding these jobs in our area," said Loren Hill, president of the High Point Economic Development Corp. "Company officials could have chosen many locations for these 50 jobs, and we are pleased the company has the confidence to add these jobs here."

Call centers and customer service operations have evolved into a key component of the Piedmont Triad economy, including in High Point.

Call centers in High Point have included Alorica, Bank of America, Newell Rubbermaid/Levolor and Aetna. Ralph Lauren Corp., one of the city's largest employers, has call center operations integrated into its apparel distribution centers.

Norwegian Cruise Line recently announced 200 work-at-home customer service jobs in the Piedmont Triad.

"High Point and Greensboro have several targeted industry sectors – including furniture, aerospace, supply chain and logistics, life sciences, arts and design, and specialized business services. 'Specialized business services' includes customer service centers and many other office operations," Hill told The High Point Enterprise.

"It is to our region's advantage to have diverse industry sectors and varied jobs within those sectors – since our residents have a wide range of experiences and skills."