

GUILFORD COUNTY ECONOMIC DEVELOPMENT ALLIANCE

A collaboration among Guilford County, City of High Point, City of Greensboro, Greensboro Chamber of Commerce, and High Point Economic Development Corporation

News release: February 21, 2017

Governor Cooper announces 600 new full-time positions for Greensboro-High Point

Alorica also announced 800 positions last November – totaling 1,400 new, permanent positions in three months

Greensboro-High Point: North Carolina Governor Roy Cooper announced today that Alorica will add an additional 600 full-time positions at its High Point customer engagement service office, in the second phase of a major expansion. He made the announcement at a ceremony in the High Point Municipal Building.

Today's announcement follows 800 jobs added to Alorica's High Point workforce late last year for a total of 1,400 full-time jobs with benefits since November 2016.

"This impressive commitment to North Carolina and the Greensboro-High Point area underscores what a great place this is to do business," said Governor Cooper. "Our quality workforce and welcoming business climate help companies succeed and it's encouraging to see Alorica eager to keep growing here."

Joining the Governor at the High Point announcement were NC Veterans and Military Affairs Secretary Larry Hall, Guilford County Commissioner Chairman Jeff Phillips, Greensboro Mayor Nancy Vaughan, and High Point Mayor Bill Bencini.

State and local performance-based incentives are not part of either phase of this project.

People interested in working for the company should apply in person at Alorica's facility located at 4336 Federal Drive in High Point's Piedmont Centre office/industrial park, 8-5 p.m., seven days per week. Alorica will also be hosting a hiring event on February 21, 2017, after the completion of the news conference.

About Alorica

- Alorica completed its acquisition of Expert Global Solutions in June 2016, bringing the company's total number of employees to 92,000. It has since grown to 100,000 employees worldwide.
- Alorica has become the largest provider of customer service solutions to the U.S. market – and the third largest globally.

- The company helps the world's most valuable brands serve even more U.S. consumers – 70% of Alorica's business is with Fortune 500 clients.
- More than 70% of Alorica's supervisors, managers, directors, and vice presidents began their careers at Alorica as customer engagement experts.
- Alorica is headquartered in Irvine, CA.

How Alorica is Helping the Military Veteran Project

- At today's event, Alorica hosted Melissa Jarboe, the founder of the Military Veteran Project (MVP). The company is making a contribution to her non-profit, a volunteer-led organization which works with veterans in need.
- In addition, team members at Alorica's Greensboro-High Point office will volunteer their time and put their customer engagement skills to work in order to raise awareness of the alarming rate of veteran suicides in the U.S. and to encourage folks to donate to MVP.

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