

Sykes hiring

Company boasts new accounts

Carrie Dillard / Advocate Editor

Wednesday, September 24, 2008

Sykes is looking to hire 100 employees by the end of October.

The company has taken on two new accounts, and expects the growth will continue on into next year.

“Ninety percent of companies, globally, outsource their customer representation,” said Gerald Owen, HR manager. Companies who traditionally hosted their customer service call centers overseas, he says, are looking to come back to the U.S. “With our accent and reputation for great customer service, Morganfield is a top choice. They choose Morganfield because we represent great customer service.”

With branches in 52 countries, Sykes’ product is customer service. They make no outbound calls. Only in-bound calls are received.

Sykes is a customer service support center. The Morganfield branch is one of ten centers of its kinds across the U.S. Sykes Morganfield currently employs 350 individuals, most of whom never did this kind of work before taking their jobs at Sykes.

“We have kids graduating from high school, single parents, stay-at-home moms, retirees and seniors,” says Recruiter Erica Shack.

Employees need only a basic knowledge of computers, and the rest is covered in extensive training classes. All training hours are paid.

“You don’t have to have this type of experience or have done this before to be successful (here),” says Shack. “We have a lot of things people are looking for.”

Among those, she says, are an adequate wage, benefits, 401K, and a family atmosphere.

“This is a stepping stone. You can come to this (job) as a first job or as a professional. We’ll train you how to do the rest.”

Sykes is taking applications now for the first training class on October 13. You can pick up your application on site or online at www.sykes.com.