



## **eTelecare Opening Call Center in Jacksonville Will Become 2<sup>nd</sup> Largest Private Employer - Hiring 400**

**Scottsdale, AZ – June 9, 2008** – eTelecare Global Solutions, a leading call center company, announces that it will open a new 400 seat center in Jacksonville, TX on July 1<sup>st</sup> of this year. The company will hire 400 employees and has already begun accepting applications for its customer service and management positions. Once it reaches full capacity, eTelecare will become one of Jacksonville’s largest private employers. eTelecare is remodeling the former Alliance call center, which closed its doors in April.

“We are very excited to bring jobs back to Jacksonville and looking forward to becoming a valued partner in the community,” said Pam Selland-Brown, director of U.S. recruitment for eTelecare. “The people of Jacksonville have a strong work ethic and great people skills – it’s a great fit for our company.”

Jacksonville resident Vickie Long has been hired as eTelecare’s lead recruiter for the new center. “eTelecare is a strong, stable company with many great benefits for employees. I have visited the corporate offices in Arizona and I am thrilled a company of this high caliber is coming to Jacksonville.”

The eTelecare center in Jacksonville will initially focus on providing customer service for its Fortune 100 client in the wireless service industry. The company provides its customer service agents with the opportunity for advancement through a defined career path program which enables promotions based on performance after 30 days, 6 months and 1 year. The company is also hiring for many other positions including: site director, operations manager, shift manager, senior training specialist, training specialist, associate training specialist, technology support specialist, human resources manager, human resources assistant, team lead, and receptionist.

The company offers a full benefit package including: medical, dental and vision coverage, paid time off (PTO), tuition reimbursement (up to \$5,250 per year), 401K, and many other benefits. Pay starts at \$9 per hour. Many recognition events and fun activities for staff will be planned by eTelecare throughout the year. To apply logon to: [www.eTelecareCareers.com/Jacksonville](http://www.eTelecareCareers.com/Jacksonville). The company will also be exhibiting at the Tomato Festival on June 14.

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The Jacksonville center will be the company's seventh U.S. delivery center and will bring total U.S. employment to over 3,000. eTelecare also has centers in Arizona, New Mexico, North Dakota and South Dakota. The company employs over 13,000 people globally.

"eTelecare is a recognized industry leader with a successful track record of providing superior call center services to its clients," said Jacksonville Economic Development Corporation (JEDCO) President Darrell Prcin. "We have been working closely with this company over the last two months. They already have plans to be very involved in the community. eTelecare will soon be the city's second largest private employer and we welcome our new neighbor with open arms," he added.

The center is located at 1020 Willowcreek Drive, Jacksonville, Texas 75766. eTelecare is currently accepting applications for employment for this facility at <http://www.etelecarecareers.com/jacksonville>.

#### **About eTelecare Global Solutions**

Founded in 1999, eTelecare Global Solutions (NASDAQ: ETEL; PSE: ETEL) is a leading provider of business process outsourcing (BPO) focusing on the complex, voice and non-voice based segment of customer-care services. It provides a range of services, including technical support, customer service, sales, customer retention, chat and email from both onshore and offshore locations. Services are provided from delivery centers in the Philippines and in North America. Additional information is available [www.etelecare.com](http://www.etelecare.com).

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