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OneTouch Direct Calling for Hundreds to Fill New Jobs in Tampa

(Tampa, FL)-- Help is wanted at OneTouch Direct (OTD) headquarters in Tampa. The marketing and customer contact partner to Fortune 500 companies across North America announced the creation of 700 additional jobs at its two operation centers located on Sligh Avenue near Tampa International Airport and Lakeview Center Drive off MLK Boulevard in Tampa. "We recognize clients don't hire our company, they hire our people and Hillsborough County's labor pool has an abundance of individuals that possess the qualities and skills our clients have come to expect," said Dave Masi, Executive Vice President of OneTouch Direct. Company president Joseph Mole says focusing on a quality customer experience is at the core of OTD's success. "The brands we represent have confidence their customers will be greeted with the same enthusiasm, care and knowledge they receive by their own in-house staff," said Mole.

OTD received a grant from Workforce Florida to help train the new hires. "The Quick Response Training Grant program demonstrates Workforce Florida's commitment to retain and grow Florida businesses like OneTouch Direct, an international employer that has shown its commitment to this community for the past 12 years," said Workforce Florida President/CEO Chris Hart IV. "This performance-based grant will ensure the company has skilled, ready-to-work new employees."

Tampa Hillsborough Economic Development Corporation in partnership with Workforce Florida and Hillsborough County Public Schools encouraged OneTouch Direct to expand existing operations in Tampa rather than take its business elsewhere. The company had considered relocating to the Midwest or Northeast. Not only is OTD staying, the company has signed a lease extension at its headquarters on Sligh Avenue and is acquiring additional space that will nearly double its call center space from 28,000 square feet to 53,000 square feet. "OneTouch Direct's decision clearly demonstrates the company's ongoing commitment to Tampa and its confidence in the quality of our workforce. The expansion is welcome news for our community and hundreds of job seekers to whom OTD will offer employment," said Keith Norden, president and CEO of Tampa Hillsborough Economic Development Corporation.

OneTouch Direct established its headquarters in Tampa in 1998 with one client, five employees and a customer service center with 20 agents. The company's expansion will bring its Tampa workforce to nearly two thousand employees. Hiring is underway for positions including Contact Center associates. Interested applicants can email: careers@onetouchdirect.com. Or visit the company website www.onetouchdirect.com

About OneTouch Direct

OneTouch Direct provides support in English, French and Spanish to wireless, telecommunications, cable, internet, entertainment and financial services industry leaders from its four locations (three in Tampa, Florida; one in St. Catharines, Ontario). Our services include New Customer Acquisition, Customer Base Marketing, Customer Retention, Customer Support, Inbound Teleservices, Outbound Teleservices, Direct Marketing Strategy/Consulting and Outsourced Call Center Management.

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