

BRISTOL HERALD COURIER

news

New client for Results Network mean more jobs

Saturday, Jul 8, 2006 - 05:00 AM

Kathy Still

WEBER CITY ? Results Network has landed a new client, and that could translate to 75 new jobs, officials said Friday. The company operates its Results Duffield call center in the Pioneer Center. It opened in March with the goal of hiring 125 workers to provide customer support for its major client, Motorola. The center has 60 trained workers, with 25 more headed for training this month. Now, Results Network has landed as a client a healthcare company that serves such programs as Medicare and Medicaid. That client, which will not be identified until Results Duffield officially begins work with it, serves a network of 25,000 doctors and twice as many pharmacies, officials said. Workers who handle the company's calls must have special training to provide insurance support, and the firm plans to pay for the new workers to become licensed insurance agents. The first 50 workers could be hired and in training by the end of the month, officials said. Because of their special training, the employees will make more than people usually do in entry-level customer service jobs. Workers who pass all tests and become certified insurance agents can make as much as \$10 an hour, officials said. The company seeks workers who have computer skills and an associate's degree or high school diploma. Alec Brecker, president of Results Global Services, credited U.S. Rep. Rick Boucher's Showcasing Southwest Virginia economic development effort as one of the reasons the company invested in the area. He also cited the region's work force and the strong partnerships shown by local, state and regional economic development officials. "We're looking to expand throughout the Ninth District," Brecker said of the region Boucher represents in Congress. kstill@bristolnews.com | (276) 679-1338