

Wednesday, March 31, 2010

Hiring set to begin for DirecTV call handlers

In Southwest Virginia, the company will operate a virtual call center for people to work from home.

By [Sharla Bardin](#)

381-1669

CHRISTIANSBURG -- Hiring is expected to start in April for 100 new technology-based jobs for DirecTV in which employees will work from home to handle calls from customers.

DirecTV will operate a virtual call center in Southwest Virginia, and those hired will serve as remote agents, said U.S. Rep. Rick Boucher, D-Abingdon, who announced the jobs Tuesday at a news conference in Christiansburg.

Boucher was joined by economic development officials from Southwest Virginia who credited the job creation to the region's work force, the widespread availability of high-speed Internet services and the training resources available in the area.

The virtual call center will be part of DirecTV's "Remote Agent Program," which is a growing segment of the company's customer service operations. Currently, the company employs 1,120 remote agents, according to a news release.

"We are convinced that this is the right place for this initiative," Gary Qualls, vice president of customer care for DirecTV, said during the news conference.

The people hired for the new jobs will work from home to take calls related to billing and account management, including review of packages and pricing and account changes.

The company, which is based in Los Angeles, has 18.5 million customers, Qualls said.

Officials said DirecTV and its call center partner Convergys plan to begin hiring soon with job fairs set April 6 and 7.

People hired will receive an average wage of \$10 per hour, with the potential to earn an additional \$650 per month based on performance. The jobs also include benefits, according to a news release.

Online: www.vec.virginia.gov careers.convergysworkathome.com.

THE ROANOKE TIMES
roanoke.com

Copyright © 2010