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Alpine Access Expanding Home Agent-based Contact Center Services Into Washington State

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The home agent model has been getting a lot of press as of late, for very good reason. Often, you'll find that what gets a lot of press in the technology realm is "cool" rather than widespread. Judging by the rate that home-agent providers are hiring, however, home-based customer support deserves its spotlight.

Alpine Access, a provider of home-agent-based contact center services, announced today that the company is expanding into the state of Washington. The company is now hiring home-based agents in the Seattle, Redmond and Vancouver metropolitan areas in order to meet increasing demand from new and existing customers.

Alpine Access' continued geographic expansion allows the company to match each agent to the right client program. Recruiting from a large and diverse pool of applicants across all of North America also ensures that employees are more mature and better qualified than agents in traditional brick-and-mortar call centers. This results in higher average order size, greater revenue per call and increased customer satisfaction for customers like Office Depot, J.Crew, 1-800-Flowers, ExpressJet and the Internal Revenue Service.

"We are excited that so many companies are recognizing the quality and value that Alpine Access' home-based contact center model provides and are please to expand our hiring efforts into even more states," said Christopher Carrington, CEO of Alpine Access. "Washington is known for its cultural, environmental and economic diversity. These highly desirable, flexible positions are a great fit for the state, and we eagerly anticipate increasing our agent pool with Washington applications."

Ideal candidates are self-starters desiring home-based employment. Alpine Access agents have strong educational backgrounds, a work history that includes previous customer service related responsibilities and good online computer skills. To learn more about specific employment requirements or to apply for a home-based agent position, please visit the Alpine Access website www.alpineaccess.com and click on the "Careers" tab.