

Targeting Customer Care Services

Springfield, Missouri

As a metro area of nearly half a million people, Springfield is well positioned for growth in the customer care services sector. Springfield is well-known for its attractive tax climate and low natural disaster risk as well. These factors combine with technical training programs at area community colleges and tech-business degrees at area universities to generate a productive workforce.



T-Mobile USA opened their 800 employee center in 2006 and now handle more customer service calls than any other T-Mobile facility.

Springfield has a strong track record of successful customer-service call centers. Expedia, T-Mobile, Chase Card Services, ANPAC, AT&T, and TeleTech all operate significant, well-performing centers with more than 5,000 total employees. The work ethic of the employees and their friendly attitudes and reliability make customer service a natural fit.

The call center market in the Springfield region is well-suited for additional centers dealing in specialized customer service and other back office operations. Health care, financial services and technical support are all very viable options in the Springfield market.

Springfield, as well as other labor basins within our region, are well suited to accommodate companies considering rural sourcing options. The education levels and reliability of the regional workforce provide the necessary labor and the opportunity for continued growth.

Training incentives and a community college committed to workforce development make locating a customer service center in Springfield easy. Other incentives offering tax credits and tax abatements can also offset the costs of operating a facility in this region.



Chase Card is one of Springfield's largest customer care employers with over 1,600 employees.

Springfield Mean Hourly Wages

Telemarketing Sales Representative	\$9.88
Customer Service Representative	\$11.67

**Data from the Bureau of Labor Statistics



Expedia, a major expansion to add 500 new jobs and renovate the former airport terminal building. The Springfield operations are Expedia's highest concentration of employees outside of their corporate headquarters.

Springfield's Largest Operations

Chase Card	CS - Credit Card	1,650
T-Mobile USA	CS - Telecommunications	820
Expedia, Inc./Hotes.com	CS/Financial Operations/IT	780
ANPAC	CS - Insurance	785
TeleTech	CS - Technical Support	650
AT&T	CS - Billing	450
Bass Pro Shops	Catalog / Retail	275