

Customer Direct's Expansion Highlighted by Several Media Outlets



ST. LOUIS POST-DISPATCH

Finding a job after a layoff

By Joe Gallagher
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The phone call comes from the boss, or the HR department, and most you're walking out the parking lot carrying a box of your belongings. How awful!

Bring food that's like being punched in the stomach. To ensure you need to catch your breath and get a plan.

Barbara Adler's job is to help unemployed people get back in the game. She's managing consultant at Impact Group in Town and Country, a "career transition" company that works with laid-off professionals and managers.

Keep your chin up, said Adler.

is, she don't call everyone she in the sentence and tell them what happened, because you need to be prepared."

"Take a cold look at the family budget. How long can you hold out without a job? The answer to that question tells you how long you can have to take whatever you can get.

Make sure the kids know how to take a short message, and use your network.



Impact Group recruited last summer 479 people who recently found work. Among companies and interviewees, the largest number found jobs through published listings. Other and non-published sources tend to find jobs by working their network of contacts.

Besides the newspaper, Monster.com and other well-known job sites are also good places to find jobs.

that it planned to hire 250 information technology workers in St. Louis this year. Customer Direct, a St. Louis call center operator, is in the midst of hiring 100 people and is looking for technical support workers.

At St. Louis Community College, the career

"The first thing to do is call to your family," said Adler. "Let them know what the situation is. Practice your sales pitch. You need to be prepared to talk about your background. If it goes well, it's a time to pick up the phone. Call your references first to get them on board."

Remember, you only need one employer to say "Yes."

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SHOPTALK

Two that are hiring

They're hiring at DAS Acquisition Co./USA Mortgage, adding 16 employees in the last month, for a total of 135. Ditto for Customer Direct, which added 100 jobs in six weeks, for a total of 215. Mortgage bank DAS also grew from two branch offices to nine, said Doug Schukar, president and chief executive, and loan volume grew \$100 million over 2007, thanks to lower interest rates and fewer competitors.

Customer Direct, a call center provider that had 2008 revenue of \$5 million and is projecting \$8 million this year, is benefiting as companies switching to U.S. call centers to improve customer relations, said Rob Nolan, president.



Employers Hiring in the St. Louis Area.

9:24 PM Mon, Jan 12, 2009



Julian Girce
Reporter, KMOV TV

Customer Direct a St. Louis company is looking to hire 100 people in the St. Louis area. The company is working to fill customer and technical support jobs in the next three months. You can reach them at www.customerdirect.com/careers.php



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