

## Results hiring for call center

By APRIL WRIGHT – Galax Gazette Posted on 07 20 2009

The Results Galax call center transitioned its services, which will allow the company to hire about 140 employees.

Employment at the customer service call center for XM Satellite Radio company has increased to 236, including 168 product agents, 44 in training and the rest in management and administration. All but six are full-time workers.

For the past couple of years, the call center set up for customer trial subscriptions to XM radio and took customer support calls.

The call center began expanding its services in April. When customers get satellite radio offers in the mail and call XM Radio, they are linked to Results Galax. The center sets up callers with special offers and packages, said Amanda Sykes, site director of Results Galax.

“We're no longer doing the technical billing parts,” said Sykes.

Sykes said the call center earned an expansion. The Galax site had the highest conversion rates in 2008 for selling customers to a second satellite radio and additional packages.

Because of the high volume of calls it receives at Galax, Results has hired 90 employees in recent months and is looking to hire 30 to 50 more, depending on call volume. The company averages 3,000 to 5,000 calls per day.

“We're looking for talented individuals with great sales skills, or the ability to sell. Those with a flexible schedule,” said Sykes.

Some media reports have suggested that XM Satellite Radio is facing bankruptcy. But Sykes is not worried about the state of Results Galax.

“Results Galax is a top-performing site for them. We've moved along in strides.”

Sykes said no layoffs have occurred, no hours have been cut and Results Galax continues to stay involved in community activities.

In fact, according to human resource manager Heather Beck, Results Galax employees have been able to provide community service to Galax by putting in volunteer hours for Relay for Life, Project Life Savers and the “Ear”resistable animal adoption facility.

Project manager Dave Whartenby was to present an award to a winner of the Smoke on the Mountain State Barbecue Championship this past weekend for Results' leading sponsorship of events in the community.

To apply for a position at Results Galax, visit the office at Crossroads Institute or see [jobs.resultstel.com](http://jobs.resultstel.com).

<http://www.lcni5.com/cgi-bin/c2.cgi?055+article+News+20090720104211055055008>