

SPRINGFIELD REGION: CALL CENTERS & BACK OFFICE

With a metro area population of nearly half a million, Springfield is well positioned for growth in the service center sector. Springfield has a strong history of successful service centers including: Expedia, T-Mobile, Chase Card Services, American National, AT&T, and TeleTech - all of which operate significant, high-performing centers with more than 5,000 total employees. The service center market is well-suited for businesses 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 Region.

In 2017, One Call Care Management, a leading provider of workers' compensation care management services, chose to expand its operations to Springfield. After evaluating over 100 cities, the Springfield Region was selected due to its central location and robust talent pool the company is able to access.

Labor basins in the region provide companies with rural sourcing options while the reliability of a regional workforce offers employers the necessary labor required for continued growth. Training incentives and a community college committed to workforce development make locating a customer service center in Springfield easy. Other state and local incentives offering tax credits and abatements can also offset the costs of operating a facility in the region.

Springfield is well-known for an attractive tax climate and low natural disaster risk as well. These factors combine with programs at area educational institutions to generate a highly productive workforce.



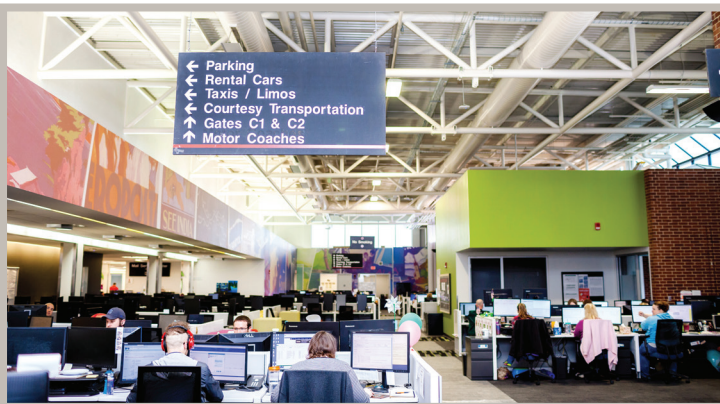
FEATURED BUILDING

Medical Mile Plaza

3216 S. National | Springfield, MO 65807

SIZE: 21,000 sq. ft. | LEASE: \$12/sq. ft., NNN

NOTES: ample parking; great location near James River Freeway; significant number of restaurants nearby; new telecom cabling; ability to easily add back up generator



SPRINGFIELD MEAN HOURLY WAGES

Telemarketing
Sales Representative

\$10.63

Customer Service
Representative

\$14.53

Located in the renovated former SGF airport terminal building, Expedia's Springfield operation is the company's highest concentration of employees outside of their headquarters. (below)

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INDUSTRY WAGES & SALARIES

Occupational Wage Estimates | Springfield Metro Area Bureau of Labor Statistics

POSITION	MEAN HOURLY WAGE	MEAN ANNUAL SALARY	MEDIAN HOURLY WAGE
Telemarketing Sales Representative	\$10.63	\$22,100	\$9.10
Customer Service Representative	\$14.53	\$30,230	\$13.52

INDUSTRY & SALARY SURVEY | SPRINGFIELD METRO AREA

Springfield Area Human Resource Association

POSITION	AVERAGE ANNUAL SALARY*	AVERAGE SALARY*	
		25th PERCENTILE	75th PERCENTILE
Call Center Representative	\$29,224	\$26,980	\$33,390
Call Center Supervisor	\$43,505	\$42,362	\$44,735
Call Center Manager	\$80,361	\$78,423	\$81,463
Customer Service Representative	\$30,646	\$29,218	\$32,748
Customer Service Rep. - Advanced	\$39,601	\$37,195	\$42,888
Customer Service Supervisor	\$50,531	\$48,898	\$52,546
Customer Service Manager	\$64,941	\$64,173	\$65,942

*Base salary

CALL CENTER OPERATIONS		
COMPANY	BUSINESS	EMPLOYED
Chase Card	Credit Card	1,400
TeleTech	Technical Support	1,000
Expedia, Inc. Hotels.com	Financial Operations/IT	950
American National	Insurance	900
T-Mobile USA	Telecommunications	900
Communications Solutions	Inbound & Outbound Customer Care	600
AT&T	Billing	365
One Call Care Management	Health Care	300
Bass Pro Shops	Catalog - Retail	250
Gold Mountain Communications	Inbound Sales - Travel	250
Gannett	Financial Operations	200
Capital Resorts	Outbound Sales - Travel	142
Sunrise Service Associates	Inbound & Outbound Sales	130