



**MEDIA CONTACTS:**  
**Shanny L. Peer, Ph.D.**  
**Families and Work Institute**  
**(212) 465-2044 x217**  
**[speer@familiesandwork.org](mailto:speer@familiesandwork.org)**

**Abby Leibowitz, VP**  
**Call Experts**  
**(843) 724-0000**  
**[abby@callexperts.com](mailto:abby@callexperts.com)**

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### **CALL EXPERTS RECOGNIZED FOR MAKING WORK “WORK” IN TODAY’S ECONOMY**

*Call Experts awarded the prestigious Alfred P. Sloan Award in an event hosted by the Charleston Chamber of Commerce.*

**Charleston, SC** – Call Experts has been named a winner of the 2009 Alfred P. Sloan Award for Business Excellence in Workplace Flexibility, distinguishing the employer as a leading practitioner of workplace flexibility and effectiveness in Charleston and across the nation. Call Experts will be recognized at The Charleston Chamber of Commerce Annual Meeting and Gala on Friday, June 26<sup>th</sup>.

The Alfred P. Sloan Awards for Business Excellence in Workplace Flexibility are part of the *When Work Works* project, an ongoing initiative of Families and Work Institute, the Institute for a Competitive Workforce (an affiliate of the U.S. Chamber of Commerce), and the Twiga Foundation. Through *When Work Works*, these partner organizations provide research, resources, and recognition to employers nationwide, and share the results of research on creating effective and flexible workplaces that meet the needs of the 21<sup>st</sup> century.

Call Experts has been awarded this honor for their employee friendly and flexible work environment. Call Experts employs seventy employees in the Charleston area and one hundred twenty nationwide. Call Experts is open 24/7 and considers the individual employee in all staffing decisions. Call Experts emphasizes a positive business culture to ensure that the workplace is a positive and cheerful environment.

The Alfred P. Sloan Awards for Business Excellence in Workplace Flexibility recognize organizations that are striving to find new ways to make work “work” in today’s challenging economy. The Sloan Awards honor organizations of all sizes and all types across the country that are using workplace flexibility as a strategy to increase

workplace effectiveness and yield positive business results, and to help employees succeed at work and at home.

“The *When Work Works* project was developed in response to decades of research which found that, simply put, work was not ‘working’ for many businesses and employees as well as it could be,” said Ellen Galinsky, President of Families and Work Institute and co-director of the national When Work Works initiative. “In a time of economic volatility, with increasingly complicated jobs and an aging workforce, the importance of the Sloan Awards is greater than ever as a tool to create workplace flexibility that can benefit employers and employees alike.” Each of the 2009 Sloan Award winners will also be recognized nationally and will be featured in the 2009 issue of the *Guide to Bold New Ideas for Making Work Work*, published by Families and Work Institute.

“At Call Experts, we believe in doing whatever is possible to give employees a warm and progressive work environment. Flexible scheduling is one of the ways that we can challenge traditional ideas about the 9-5 workday. Today’s working person often balances their work and family lives. At Call Experts, we make that balance more obtainable.” said Abby Leibowitz, Executive Vice President and Chief Operating Officer of Call Experts.

Now in its fifth year, the prestigious awards program expanded its application base to organizations nation-wide for the first time in 2009. With the introduction of an “at-large” category and 30 participating communities across the country, any organization in the U.S. was eligible for the award. Applicants were evaluated in a rigorous two-step process, first comparing the employer’s application to nationally representative data from Families and Work Institute’s *National Study of Employers*, and then corroborating the employer responses through a survey of employees.

Charleston, SC is one of 30 select communities nationwide chosen to host and participate in the *When Work Works* initiative. Other communities participating in 2009 are: Arizona (statewide); Atlanta, GA; Aurora, CO; Birmingham, AL; Boise, ID; Brockton, MA; Chicago, IL; Columbus, OH; Dallas, TX; Dayton, OH; Durham, NC; Houston, TX; Kentucky (statewide); Long Beach, CA; Long Island, NY; Louisville, KY; Manchester, NH; Melbourne-Palm Bay, FL; Michigan (statewide) Milwaukee, WI; Morris County, NJ; Providence, RI; Richmond, VA; Rochester, MN; Salt Lake City, UT; Savannah, GA; Seattle, WA; Spokane, WA; Twin Cities, and St. Cloud,, MN; and Winona, MN.

For more information about *When Work Works* or the Alfred P. Sloan Awards, please contact Shanny Peer at (212) 465-2044 x 217 or at [speer@familiesandwork.org](mailto:speer@familiesandwork.org).

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## **ABOUT CALL EXPERTS**

Call Experts has been serving the telephone and messaging needs of South Carolina communities and beyond for over 27 years. Call Experts offers 24/7 live call center,

contact center, and answering services. To learn more about Call Experts, please visit [www.CallExperts.com](http://www.CallExperts.com), call 800-374-0911, or email [info@callexperts.com](mailto:info@callexperts.com).

### **ABOUT *WHEN WORK WORKS***

*When Work Works* is a nationwide initiative to bring research on workplace effectiveness and flexibility into community and business practice. It is a project of Families and Work Institute sponsored by the Alfred P. Sloan Foundation in partnership with Institute for a Competitive Workforce, an affiliate of the U.S. Chamber of Commerce, and the Twiga Foundation.

### **ABOUT FAMILIES AND WORK INSTITUTE**

Families and Work Institute (FWI) is a nonprofit, nonpartisan research organization that studies the changing workforce and workplace, the changing family and the changing community. As a preeminent think-tank, FWI is known for being ahead of the curve, identifying emerging issues, and then conducting rigorous research that often challenges common wisdom, provides insight and knowledge, and motivates action. Since the Institute was founded in 1989, its work has focused in three major areas: the workforce/workplace, youth and early childhood. For more information, visit [www.familiesandwork.org](http://www.familiesandwork.org)

### **ABOUT THE INSTITUTE FOR A COMPETITIVE WORKFORCE**

The Institute for a Competitive Workforce (ICW) is a 501(c)3 affiliate of the U.S. Chamber of Commerce and is working to ensure that businesses have access—today and tomorrow—to an educated and skilled workforce. ICW's primary responsibilities for the *When Work Works* project are to provide support to the communities and connect local initiatives to national Chamber efforts. For more information, visit [www.uschamber.com/icw](http://www.uschamber.com/icw)

### **ABOUT THE TWIGA FOUNDATION**

The Twiga Foundation is dedicated to inspiring, promoting and maintaining a family consciousness at home, in the workplace and in the community. Twiga's primary responsibilities for the *When Work Works* project are to provide support to the communities, acting as a liaison to key stakeholders in the *When Work Works* communities to build a broad local leadership constituency for creating better workplaces that meet the needs of employees, employers and communities. For more information, visit [www.twigafoundation.org](http://www.twigafoundation.org)

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