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Charleston's Call Experts to create 310 jobs with \$1.8 million expansion

David Wren Mar 15, 2016

Telephone answering service Call Experts will expand its Charleston County operations with a \$1.8 million investment that will create 310 new jobs over the next five years, the state's Commerce Department said Wednesday.

The Charleston-based company, established in 1982, is one of North America's leading call centers and answering-service firms, with three locations along the East Coast. The company primarily provides business communities near their locations with virtual receptionist and call center services, including switchboard services, scripted answering and call screening. The company's other locations are in Atlanta, Charlotte and Branchburg, N.J.

"We started our company in Charleston and we are a people-oriented business," Abby Leibowitz, the company's president, said in a statement. "The work ethic we have encountered here has been unmatched. I am proud to be a native Charlestonian and that this business environment has enabled us to bring our services around the world from this exceptional city."

Call Experts said it will add 7,300 square feet to its existing facility at 1591 Savannah Highway, with the addition fully operational by the third quarter of this year. The expansion will more than quadruple the location's 96-person workforce. The state's Coordinating Council for Economic Development has approved a \$50,000 grant to help pay for the expansion.

Charleston County Council Chairman Elliott Summey said in a statement that Call Experts provides "much-needed economic energy to the West Ashley area and will help further spur revitalization efforts in this strategically located portion of Charleston County."

Reach David Wren at 843-937-5550 or on Twitter at @David_Wren_