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Call center to bring 250 jobs to Martinsville

STAFF REPORTS

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A new call center will provide 250 jobs in Martinsville.

Faneuil Inc., a Hampton-based provider of customer support for government and business, will invest \$2.4 million to set up the center in the economically hard-hit region of Southside Virginia to handle work for Dominion Virginia Power and other clients, Gov. Bob McDonnell's office announced yesterday.

The good news for the community comes a week after the American of Martinsville and Barcalounger furniture factory in Henry County closed, putting 228 people out of work.

Martinsville's unemployment rate in March was 22 percent and surrounding Henry County's was 15.6 percent, according to the Virginia Employment Commission.

Faneuil employs more than 2,800 people and is responsible for millions of customer transactions each day.

The new call center will not affect Dominion Virginia Power's customer service operations in Richmond and Norfolk, according to a utility spokesman.

The "boutique" call-center company's clients also include the Virginia Department of Transportation's E-ZPass operations, the Metropolitan Washington Airports Authority, Florida's Agency for Workforce Innovation, the Miami-Dade Expressway and Florida's Turnpike Enterprise.

The Virginia Economic Development Partnership worked with the Martinsville-Henry County Economic Development Corp. to secure the project.

The Virginia Tobacco Indemnification and Community Revitalization Commission approved \$590,000 in tobacco-region opportunity funds for the project.

The state's Department of Business Assistance will provide training help through the Virginia Jobs Investment Program.

The company is also eligible to receive a major business facility job tax credit, as well as state benefits from the Virginia Enterprise Zone Program.

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