



Governor Nathan Deal
Office of the Governor



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Office of Communications
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Deal: Chime Solutions will bring more than 1,120 jobs to Clayton County

Gov. Nathan Deal announced today that Chime Solutions Inc., an outsourcing firm for business processes that specializes in contractor staffing solutions and contact center services, will create more than 1,120 jobs at a call center operation in Morrow.

“Georgia has become a global hub for communications services,” said Deal. “With the help of our top 10-ranked talent pool, this industry has grown to include nearly 300 Georgia-based companies. Our competitive business climate and dynamic cluster of companies will continue to support innovative call center firms such as Chime Solutions.”

Chime Solutions, a minority- and woman-owned business, will locate to the former JCPenney building at the Southlake Mall in Morrow. The 65,000-square-foot facility will become a state-of-the-art call center. The open positions at the call center will include executive, administrative, supervisory and customer service. The type of work will be primarily call center services, which include customer care phone support, help desk and technical support and seasonal-based customer service projects that Chime Solutions will fulfill on behalf of its clients. Hiring has already begun.

“We are very excited for the grand opening of our contemporary, 1,000-seat contact center in Morrow and the building of a capable and experienced workforce to meet our clients’ staffing and contact center needs,” says Shelly Wilson, CEO of Chime Solutions. “I’m very pleased to have reassembled my former leadership team, comprised of proven and experienced human resource and contact center professionals who will execute our strategies.”

Lindsay Martin, project manager at the Georgia Department of Economic Development (GDEcD), worked closely with the Clayton County Office of Economic Development to assist the company with this project.

"As one of the largest corporate announcements in Clayton County's history, we are thrilled to welcome Chime Solutions to our community," said Clayton County Commission Chairman Jeff Turner. "With the recent significant investment in Southlake Mall, this announcement comes at a perfect time to help further the progress of our retail redevelopment in the Southlake Corridor, and to underscore our commitment to bringing quality jobs to Clayton County."

“Just in the past few years, call center companies in Georgia have created more than 4,800 jobs in our state,” said GDEcD Commissioner Chris Carr. “I have no doubt that our well-equipped talent pool and

robust fiber optic landscape will help Chime Solutions find the support it needs to better serve its clients.”

About Chime Solutions

Headquartered in Atlanta, Chime Solutions is a leading business process outsourcing firm specializing in contractor staffing solutions and contact center services. The company serves as a premier human resource partner for mid- and large-sized firms by providing temp-to-hire and direct staffing services, contact center operations and consulting. The Chime Solutions leadership has more than 75 years of collective experience in the staffing and contact center industries. With a focus on critical HR components, the team’s most recent experience was gained at Ryla Teleservices, a leading customer care solutions provider in the Business Processing Outsourcing industry.

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