



News Release

For Immediate Release

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New Job Opportunities Coming to Western PEI

CHARLOTTETOWN, PEI -- An international leader in the contact centre industry is expanding its presence in rural Prince Edward Island by creating up to fifty new jobs in Bloomfield.

The announcement was made today by the Hon. Neil LeClair, Minister of Fisheries, Aquaculture and Rural Development, and the Hon. Allan Campbell, Minister of Innovation and Advanced Learning.

“Attracting new jobs to rural Prince Edward Island is an important part of our government’s Rural Action Plan,” said Minister LeClair. “Our Department is working closely with other government agencies such as Innovation PEI to strengthen and diversify our economy. Virtual Agent Services has established a strong presence in Bedeque and now we are pleased to see new jobs coming to western PEI.”

Virtual Agent Services is establishing its second Prince Edward Island location one year after opening an office in Bedeque which now employs over 70 Islanders. The company provides a variety of inbound call handling options that includes sales and customer support, reservations, customer account maintenance, and credit management. Based in Schaumburg, Illinois, Virtual Agent Services operates several centres across New Brunswick, Ontario, and now two in Prince Edward Island.

“Virtual Agent Services is committed to growing its operations in Prince Edward Island,” said Neri Basque, Vice President IT and Strategic Development. “Over the past year, we’ve experienced positive results from a very skilled, dedicated and hard working staff in Bedeque. We look forward to developing a first-class operation growing by up to 50 new team members in western PEI.” Hon. Allan Campbell, Minister of Innovation and Advanced Learning, said the Government of Prince Edward Island’s commitment to extending rural broadband services is playing a significant role in attracting companies such as Virtual Agent Services to the province.

“Businesses are able to set up operations anywhere in Prince Edward Island and provide quality service to clients around the globe,” said Minister Campbell. “The Government of Prince Edward Island, under the leadership of Premier Robert Ghiz, is working with communities and industry to create jobs and enhance economic development. We are pleased to see hiring is already underway at Virtual Agent Services’ new location in the West Prince Industrial Park in Bloomfield.”

Virtual Agent Services is working in partnership with the Department of Innovation and Advanced Learning through Innovation PEI. This project is a component of Prince Edward Island’s Rural Action Plan, 2010-2015. Through the Rural Action Plan, government is working with business people, communities and industry to strengthen the economy in rural communities across Prince Edward Island.

About Virtual-Agent Services:

Virtual-Agent Services (VAC) is a leading provider of contact centre solutions connecting award-winning customer care professionals with companies who service a high-end clientele. Its distributed workforce is located throughout North America and offers articulate call centre solutions across industries such as travel and hospitality, telecommunications, retail and catalog sales, and utility services.

VAS’s employees are linked through an innovative virtual network, creating an unlimited array of support function options which include inbound sales and customer account maintenance, credit management, help desk and provisioning, and reservation services. To learn more about Virtual-Agent Services please visit www.vagent.com.

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