



FCR Announces Expansion to Idaho Falls, Idaho.

The Company Will Offer 300+ New Work from Home Jobs in 2020.

EUGENE, Ore., August 5, 2020 – FCR, the premier provider of customer experience and business process solutions, announced today that it would expand its operations to Idaho Falls, Idaho, bringing more than 300 new jobs to the area.

"FCR is growing at an incredible rate. We feel that Idaho Falls presents us with a great opportunity to help with that expansion," said FCR President and founder, Matthew Achak. He continued, "Idaho Falls is the ideal city that matches our business model of offering customer service and technical support jobs in a Work from Home environment. It is a community filled with hard-working and talented people who have the skillset we are looking for. Idaho Falls is a city that needs good jobs and a company that is willing to work with the community, and we think we can offer that and much more."

"We are excited to bring new jobs and interesting work to the community of Idaho Falls," said FCR Chief Operating Officer, Katheryn Carnahan. "We offer our colleagues the chance to build lasting careers with the opportunity of moving up within the company. We offer jobs that utilize each individual's unique talents. Our colleagues are the most important part of the equation and allow us to continue to provide the best customer service in the industry." She continued, "Idaho Falls is very similar to some of the other communities that we currently operate in both the state of Oregon and Montana. We are confident that it will provide us with the talent-rich environment we have been searching for. We are looking forward to becoming a part of the community."

"Idaho Falls is very pleased to welcome FCR to our community," said Dana Briggs, Economic Development Director for Idaho Falls. She continued, "We are fortunate to have such an innovative and adaptive company provide jobs to our market that will



offer flexible opportunities to those seeking employment. We look forward to supporting FCR in their efforts and thank them for the contribution to our local economy and workforce.”

“REDI would like to welcome FCR to Idaho Falls and Eastern Idaho,” said Teresa McKnight, CEO of the Regional Economic Development for Eastern Idaho. She continued, “During our discussions with FCR to locate to Eastern Idaho, we were extremely impressed by the innovative vision of the company's leadership. They are truly a cutting-edge company that will provide a great work environment for the workforce in Eastern Idaho. We want to extend our sincere appreciation to FCR for their decision to locate to Eastern Idaho and be a partner in building Eastern Idaho's economy.”

As the country tackles the Coronavirus pandemic challenges, FCR has been able to pivot to a Work from Home business model, preserving every job during a challenging economic period. FCR will immediately offer Work from Home positions for more than 300 Customer Service Representative positions in the Idaho Falls area. The new jobs include leadership positions in addition to the entry-level positions. The company is currently recruiting to support two of its largest clients who are expanding their business.

About FCR

Headquartered in Eugene, Oregon, with domestic customer experience centers across the U.S. and international locations in Mexico and Poland, FCR has built a new class of high-quality customer experience and business process outsourcing solutions. The company provides a wide range of omnichannel customer experience and business process solutions to various industries. FCR serves clients in industries that include high tech, startups, e-commerce, gaming, healthcare, retail, travel and hospitality, and many other sectors of the digitally-enabled economy. Founded in 2005, FCR (First Call Resolution, LLC) currently supports more than 80 clients and employs more than 2,000 colleagues across nine customer experience centers in the United States. FCR is changing the face of the CX industry, one call, email, instant message, text, and video conference at a time. To learn more about the company, visit www.gofcr.com for further information.



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