

FREE TRADER

TODAY

ESSEX COUNTY

ECRWS
PRESORTED STANDARD
U.S. POSTAGE PAID
DENTON PUBLICATIONS

P.O. BOX 338
ELIZABETHTOWN, NY 12932
POSTAL CUSTOMER



A Denton Publication
1-800-277-6567
P.O. Box 338
Elizabethtown, NY 12932

January 18, 2003

Mountain Valley Teleservice to open Adirondack base of operations

BY KIM SMITH DEDAM
kim@denpubs.com

AUSABLE FORKS — There will be a new neighbor in AuSable Forks by mid-February. Mountain Valley Teleservice will relocate their base of operations to the Adirondacks.

Gov. George Pataki's office announced the move on Wednesday, calling MVT's investment in Essex County "great news for the North Country's economy."

The company, currently based in Maine, is an inbound call center providing telemarketing support for clients nationwide.

Harold Hance, owner and president of MVT said that, for him, here is really home.

Hance, who grew up in Willsboro, said he is "very happy to be coming home."

Hance spent several years training people in the field of inbound marketing at various locations throughout the world, including Montreal and the Philippines.

The idea to open a business center in the Adirondacks began last February.

Hance called Teresa Sayward's office in Willsboro first, and she put him in touch with Carol Calabrese at the Essex County Industrial Development Agency.

Hance said the primary reason for wanting to move MVT to the Adirondacks is the dedication and commitment of the people who live here.

Calabrese calling the company "a perfect match" for the area.

"Their's is the type of business we have hoped to attract," she said. "Their services are very compatible with our way of life, a clean industry with good paying jobs."

Dale French, chairman of the Essex

County Board of Supervisors, said that final resolutions were put in place for funding on Monday.

"It's a great way to start 2003," said French, citing several successes in development last year.

Is this a trend?

"I hope," said French.

Jay Supervisor Tom O'Neill is thrilled with the move.

"We're very excited for the town of Jay and the whole AuSable valley," said O'Neill. "They plan to be operational by Feb. 15, one month from today."

Initially, MVT will hire 40 to 45 employees, said Hance. The company has a training program that supports their staff and state of the art call center environments.

"They are prepared to train people," said Calabrese.

Hance said that MVT will continue to create more jobs and expects there to be 178 positions open within 18 months. The jobs will pay between \$12 and \$14 an hour.

Calabrese said that bringing MVT into the Adirondacks required a collective effort and cited the role of many state economic development agencies.

"It definitely took a team of professional economic developers to make this happen. We combined efforts with Empire State Development, Empire Zone, OneWork Source, the Department of Labor, the Lake Champlain/Lake George regional planning board and the Small Business Development Center."

Technology base

MVT uses Stroudwater Contact Points, a web-based software and network system, said Hance.

"We have what the industry calls an inbound call center," explains Hance, "and provide direct inquiry response for our clients. It means we wait to receive calls, not make them during dinner hours."

"We will hire 40 to 45 people as inbound agents at first, and then grow the second phase of operations from there."

The second phase planned is a customer support company called Adirondack Customer Care.

Hance also has discussed brokering services with several companies locally as well.

"Based on our technology," said Hance, "there is real growth potential, which will allow us to expand into other retail markets."

MVT will be located an 11,200 square foot facility, in the former AuSable Forks High School in the town of Jay.

Renovations are now under way, and Hance said that building owners James and Shirley Atkins at James Leigh Properties, LLC in AuSable Forks have been extremely helpful.

"I can't say enough about them," said Hance. "They stepped right up to the plate and said we'll get you in there."

The company plans to begin operations by mid-February and recruitment for the first job positions will begin by the end of January. A job fair is being planned by OneWork Source, in conjunction with the state department of labor.

John Massella, regional director for the labor department, said the final date and location of the job fair will be announced by late this week, and that it will be held in AuSable Forks.