



June 13, 2012

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Coos Bay, OR  
97420  
[www.coosbay.org](http://www.coosbay.org)

Police Department  
(541) 269-8911

Fire Department  
(541) 269-1191

Library  
(541) 269-1101

Public Works &  
Development  
Department  
(541) 269-8918

Economic  
Development  
(541) 269-8924

Finance Department  
(541) 269-8915

City Manager's  
Office  
(541) 269-8912

First Call Resolution, the industry's most respected provider of outsourced live agent contact center and businesses process solutions to the high tech, wireless, telecom, internet, health care, medical, merchant services, financial, travel, prepaid, transportation, insurance and consumer products industries, announced today that Wednesday, June 20<sup>th</sup> will be the grand opening date for their newest contact center located at 161 Anderson Avenue in Coos Bay, Oregon.

"With our third contact center officially launched, these are incredibly exciting times at First Call Resolution", said Matthew Achak, Managing Partner. "As of right now, we employ about 30 people at the Coos Bay location and hope to be at 100 employees by the end of the year. Once at capacity, we eventually expect to employ more than 200 people. This continued expansion," continued Mr. Achak, "is thanks in large part to wonderful clients, the best operational team in the business, as well as forward-thinking local business and community leaders who have paved the way for us to grow here in Coos Bay. We appreciate the resources the community has provided us and believe that Coos Bay will play an important part in FCR's continued growth."

Headquartered in Roseburg, Oregon, First Call Resolution provides a wide range of boutique, domestic-based outsourced contact center, business process and social networking support solutions to most industries. Supporting over 50 clients with nearly 600 employees, FCR maintains three contact centers in southern Oregon. First Call Resolution is building a new class of high-quality, domestic-based contact center and business process outsourcing solutions, and our mission is to be the most respected outsourcing provider in the industry.

**Wednesday, June 20<sup>th</sup> from 4 to 6 p.m.**

- 4:00 Mingle and tour the facility - Refreshments by Black Market Gourmet
- 5:10 Welcome by John Stadter, FCR President
- 5:15 City of Coos Bay Mayor Crystal Shoji
- 5:20 Downtown Association President Brian Bowers
- 5:25 Bay Area Chamber of Commerce President Matt LeDoux
- 5:30 Matthew Achak, FCR Managing Partner
- 5:40 Bay Area Chamber of Commerce Ambassadors Ribbon Cutting
- 5:45 John Stadter and Mayor Shoji comments and unveiling of the 2<sup>nd</sup> Court mural

For more information contact Joyce Jansen, Economic Revitalization Administrator, at 541-269-8924 or [jjansen@coosbay.org](mailto:jjansen@coosbay.org)