

Call center industry flourishing in Nevada

By Nicole Raz, Las Vegas Review-Journal

Amid Nevada's economic slowdown between 2008 and 2013, the call center industry settled in the state.

What it found was a gold mine of talented, unemployed labor.

Most industry settlers came in the form of high-end call centers that require specialized training, boosting today's average call center hourly wage to \$14.86 statewide.

"The (contact center) companies who we talk to now, we'll tell them if you are not paying \$15 an hour, good luck finding a workforce (in Northern Nevada)," said Mike Kazemierski, CEO of the Economic Development Authority of Western Nevada.

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