



Contact: Kelly Maloney
253.661.7805, ext. 288
kelly.maloney@orionworks.org

Local company follows up international award with call-to-action to other U.S. based businesses.

“World’s Best” Silver award could translate into more jobs for South Puget Sound residents.

Federal Way, WA -- November 26, 2012 -- In what could be seen as a major milestone for potential employees looking for clerical, customer service and contact center work in South Puget Sound, Federal Way based Orion Industries is seeking to translate a global honor into more business so they can help more people get jobs.

Orion’s Contact Center Services division won a Silver medal and recognition as one of the world’s best contact centers at the Global Top Ranking Performers Conference in Las Vegas, NV on November 2, 2012.

“While receiving an award of this magnitude is nice, it isn’t the primary goal. Getting people jobs *is*,” said John Theisen, Orion president and CEO.

Theisen is putting forth a challenge for U.S. based businesses utilizing call center services, whether internally or outsourced: “Call us so we can help you while helping others get back into the job market.”

Orion is a non-profit social enterprise that serves people with barriers to employment in the South Puget Sound in Washington State.

“We recognize it’s difficult getting a job these days, and those we serve have an even more difficult time. However, through this kind of recognition, we enhance our ability to attract major, long-term contracts, which could allow us to hire more people in the communities we serve” said Theisen.

Corporate
Training & Employment
Aerospace

33926 9th Avenue South
Federal Way, WA 98003
253.661.7805
F 253.661.7846

Contact Center Services
1717 South 341st Place
Federal Way, WA 98003
253.946.4411

OrionWorks.org



Orion's Contact Center is positioned for competitive, high security, multi-year contracts, and is able to scale up quickly to take on additional statements of work.

"We've built our center on the core values of presenting our customers' brands through seamless integration and a commitment to exceptional customer service," said Matt Van de Voorde, Orion Contact Center Services director.

Orion's center provides multi-channel customer support for a number of local and national customers. "We provide a collaborative approach to meeting a business' call center needs while at the same time fulfilling a company's strategic Corporate Social Responsibility goals," said Van de Voorde.

Companies that want to take the Orion challenge can contact Van de Voorde at 253.946.4411 or mattv@orioncontactcenter.com to learn more.

Orion believes more people can achieve success by businesses working together.

About the award

<http://www.contactcenterworld.com/pdf/2012%20Conferences260312.pdf>

Orion was the only mission-based social enterprise competing in the event, which benchmarks contact center service providers across the globe. In July, Orion was awarded a Gold Medal for "Best Outsource Contact Center" in the America's Region (North, Central and South America). This qualified Orion as a finalist for the World Awards, where they competed against the best centers from Europe, the Middle East, Africa and the Asia and Pacific regions. The Contact Center World is a 129,455 member global organization devoted to contact center industry best practices, and includes 33 global industry associations as supporting partners.

With these awards come regional and global rankings. Orion is now ranked the #2 Small Outsourced Contact Center in the World, and the #1 Center in the America's Region.

More about Orion

In addition to being an outsource contact center service provider, Orion's contact center also serves as a platform to conduct community employment services for the clients of our partner organizations such as the Division of Vocational Rehabilitation and the Veterans Administration. Orion's Training and Employment Services has received consecutive 3-Year CARF International certifications and Orion's Aerospace Division is a Boeing Supplier of the Year.