

FOR IMMEDIATE RELEASE

**In the Face of QVC Call Center Closing,
Community Partners Will Rally to Assist Displaced Workers**

PORT ST. LUCIE, FLA – The announcement that QVC, one of St. Lucie County’s top ten employers, would be closing its call center in March 2016, was met with disappointment and concern for the more than 800 employees who currently work there. While the Economic Development Council of St. Lucie County (EDC) and our other community partners had no advance knowledge that the call center would be closing, representatives immediately reached out to QVC General Manager John Jacques to offer assistance and to see if anything could be done to reverse their decision.

The EDC was informed that the decision was made by the corporation’s headquarters in West Chester, PA and was not based on employee performance or the quality of the community’s workforce. It was a result of consumers’ changing preferences in the way they make purchases. With customers increasingly conducting their transactions online and through mobile devices, it makes call centers less viable.

“We were very saddened to learn of QVC's sudden announcement to close their Port St. Lucie operations. Our thoughts are with the hard working folks and their families who will need to secure other employment,” said Pete Tesch, president of the EDC.

The EDC’s workforce partner, CareerSource Research Coast has already offered their Rapid Response Services team to assist QVC employees. “CareerSource Research Coast is available to help QVC employees determine their transferrable skills as well as provide an array of services, from resume preparation, to job search and placement assistance. We can also provide education grants and training opportunities for those interested in pursuing a degree or

upgrading their skill sets. For employers interested in hiring those affected by the layoff, we may be able to offer grants to offset the cost of hiring and training these individuals,” said Marcelo Dossantos, director of business services for CareerSource Research Coast.

“With an improving economy and job market, we know our community will rally around QVC employees to help them find meaningful employment quickly,” Tesch added.

While QVC may be closing its call center, the facility and location are both desirable and will be added to the County’s available inventory and aggressively marketed to the appropriate prospective end users and site selectors.

About the Economic Development Council of St. Lucie County

The Economic Development Council of St. Lucie County (EDC) is a private, not-for-profit membership-based organization dedicated to promoting economic vitality in St. Lucie County through the attraction, retention and expansion of businesses in the community. EDC works in partnership with local governments and the private sector to advance its goals of creating more and better-paying jobs for residents, broadening the tax base and improving St. Lucie County’s economic quality of life. Contact the EDC at 772.336.6250, contact@YourEDC.com, www.facebook.com/StLucieEDC or www.YourEDC.com.

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