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RMS calls for more workers

The call center has won more business from Sprint and is tops in customer service.

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THE PUEBLO CHIEFTAIN

The expansion of the Receivable Management Services call center, first made known in March, became official Tuesday with an announcement at the company's Downtown headquarters.

The company is adding 250 jobs to the almost 600 workers now at the center, according to Manager Bob Baertlein. The expansion is due largely to more business from cellular phone company Sprint.

Better known as RMS, the customer-service and bill-collecting company is located in the former Qual-Med building at Fourth and Main streets. Officials from the global company opened the Pueblo call center in 2005 and since have leased more space inside the building.

The building is owned by the city of Pueblo and operated by the Pueblo Economic Development Corp., which helped bring RMS to Pueblo. RMS receives a discount on its rent if it meets the city's criteria for jobs and RMS has consistently done that.

Baertlein helped select Pueblo for the 2005 expansion and has watched as the center has grown from a few dozens workers to enough to fill the first, third and fourth floors. The city agreed in March to lease the company another 16,000 square feet in the 102,000-square-foot building, bringing its footprint to about 64,000 square feet.

Mike Baldwin, president of RMS's operations in the United States, said Sprint demands a lot from its customer-service contractors and has liked what it's seen from RMS.

RMS handles calls from customers about problems, questions and billing, according to Mark



CHIEFTAIN PHOTO/CHRIS McLEAN Mike Baldwin, RMS president of u.s. operations, talks Tuesday about the firm's Pueblo office expansion.



Bob Baertlein

Montgomery, RMS's senior manager at the Pueblo center. The center also processes payments from customers who have fallen behind.

Sprint uses several companies for customer service and tests all of them with a survey given to customers afterward. "Pueblo has been the No. 1 provider of those services," Montgomery said.

RMS has expanded globally, adding on to its headquarters in Bethlehem, Penn., and offices in Hong Kong, India and Mexico, and opening a new office in New York City.

Pueblo officials celebrated the announcement. City Council President Barbara Vidmar said Pueblo is very pleased to have RMS and County Commissioner Anthony Nunez said the announcement marks a great day for Pueblo.

Rod Slyhoff, president of the Greater Pueblo Chamber of Commerce, said the addition of 250 jobs to the Downtown location was twice as helpful to the city because it will help revitalize the Downtown area.

"If we get more announcements, we're going to find things happening down here," he said.

Sandy Gutierrez, president of the Latino Chamber of Commerce, lauded RMS' employees for making the Pueblo call center so valuable to RMS.

"It takes a great team to make a good company work," she said.