New customer care centre to provide work for students

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Concentrix's new customer care delivery centre will provide employment opportunities for university students.

Officially opened on Tuesday, the delivery centre is set to double its staff numbers in the next three years and offer more Federation University students the chance to gain commercial experience.

Federation University pro vice-chancellor Mal Vallance said the collaboration between Concentrix and the university was beneficial to students and played a major role in keeping young people employed in Ballarat.

Concentrix general manager Australia and New Zealand Peter Monk said it was the earning and learning concept offered at the centre that was a key driver for many students choosing to study at Federation University.

"Students can walk out of a lecture and come straight here rather than into town to work at a pub and, when it comes to the end of their studies, they have an impressive CV and their employability is hugely increased, and that's why students are excited for it," Mr Monk said.

The American-owned business employs 100 people and will employ a further 120 people by 2017. Technology Minister Gordon Rich-Phillips, who was in Ballarat to officially open the new development, said the centre strengthened the critical mass of technology-enabled companies that had set up in Ballarat and had created a model for other universities and businesses to follow.

The centre is based at the university's main campus and forms part of the university's Ballarat Technology Park.

COMMITTED: Concentrix general manager Peter Monk and Federation University pro vice-chancellor Mal Vallance.