

Pivotal Payments contact centre to hire about 80 more employees

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SAINT JOHN - A year after opening its doors in Saint John, a contact and sales centre is expanding its workforce and will hire about 80 new employees.

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Ray Bourgeois-Telegraph Journal

Pivotal Payments, a merchant services provider, announced Thursday it plans to hire about 80 new employees at its Place 400 contact and sales centre. Shown, from left, are Philip Fayer, CEO, Brandy Hector, manager of sales, and Angelo Tiveron, general manager. Photo: Ray Bourgeois/Telegraph-Journal

Pivotal Payments, a merchant services provider, has about 30 employees at its contact and sales centre in Saint John right now and aims to have at least 110 next year. The Montreal-based company has more than 400 employees and 1,000 agents.

The company held a grand re-opening for its Saint John office at its new facility at Place 400 Thursday evening. About 100 people, including local politicians, representatives from Invest New Brunswick and current employees mingled in the company's offices.

The first year of business in Saint John was a great learning curve, said Philip Fayer, the company's president and CEO.

"We found a great work force - a different profile workforce, but a great one that's capable. The centre has some terrific results for us - actually, ones that were better than what we had before," Fayer said.

"It's been a rewarding process."

The company has been pleasantly surprised by the commitment, capabilities, attitude and knowledge of its Saint John staff, Fayer said.

A number of contact centres in the province have been expanding. Earlier this week the provincial government contributed \$1.5 million to help Aditya Birla Minacs establish a contact centre in Bathurst and create 200 jobs. ING Direct opened a call centre in Moncton this summer that promises to create at least 300 jobs there.

In 2010 the contact centre industry made up five per cent of the provincial economy, raking in \$1.5 billion, according to Business New Brunswick.

The new hiring in Saint John is just another indication of the strength of the contact industry in New Brunswick, said Mike Bacon, the executive director of Contact NB, New Brunswick's contact centre community.

"Although it's not the mid-1990s when we had companies coming in and opening up 500 or 700-seat centres, New Brunswick is still seen as the place to be for contact centres," Bacon said.

"The reputation is no longer that we have a high-unemployment rate or cheap labour. The reputation we now have is that we have an excellent workforce and a strong industry, and that's why companies are coming now."

When Pivotal Payments was looking for a place to expand more than a year ago, New Brunswick was on its radar, said Angelo Tiveron, the general manager. The company has grown at 20 per cent per year for the last five years, Tiveron said, and that growth has to go somewhere.

"We wanted to come here to New Brunswick. We have a beautiful setup," Tiveron said as he gestured at the company's sprawling office.

"We're happy to be here and we want to grow here."

Hiring will begin in January.

The company doesn't have any government assistance, Tiveron said, but is in talks with Invest New Brunswick.

Pivotal Payments has 60,000 customers within North America

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