

Durant to get call center jobs

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DURANT — The economic boomlet in this Southeastern Oklahoma city of 15,000 continued Thursday with the announcement that Florida-based PRC LLC is bringing in 400 new jobs for a call center it has established here.

PRC has named Durant resident Patricia Benitez general manager of its new center, and already is “hiring and training,” spokeswoman Alicia Miyares said.

PRC manages customer relationships for clients such as British Airways, DirecTV, US Airways and Sprint.

The company operates 32 call centers worldwide, including 25 in the United States, Miyares said. “We’ve looked at a lot of cities around the country, but Durant seemed to have a really top-quality work force, which in our business is the key,” Miyares said. “So we thought this would be a good place for us.”

The PRC call center is operating in a recently expanded 63,000-square-foot building owned by Atlantabased Nexxlinx Inc.

Nexxlinx already operates its own call center that employs 400 people in the building at 1012 Radio Road, said Tommy Kramer, executive director of the Durant Economic Development Authority. Benitez previously worked for Nexxlinx, he said.

The pay scale at the new PRC center for entry level positions will be in the \$9 to \$11 range, higher than Durant’s average entry-level salary of \$7.50 an hour, Kramer said.

Durant is the county seat of Bryan County, which boasted 3 percent unemployment in the latest report issued by the Oklahoma Employment Security Commission.

Since 2001, Durant has gained 300 jobs from a Big Lots Inc. distribution center, 300-plus jobs from glass manufacturer Cardinal FG and smaller job gains from nearly a dozen employers.

“Bryan County is (Oklahoma’s) No. 1 in job creation on a percentage basis in the past five years,” Kramer said.

PRC should have little trouble staffing its new call center because

Durant draws workers from a 40- to 50-mile radius, including Texas, about 15 miles to the south, he said.

“We’ve done something in Durant that’s never happened,” Kramer said. “We’ve now got Texans working in Oklahoma. That was our dream 9½ years ago when we opened the first full-time office of economic development. Our ultimate goal was to create jobs and keep our Oklahoma people from going to Texas.

“Now we’ve got Texans working in Durant.”

ON THE WEB

■ www.prcnet.com
■ www.ok-durant.org

