



NEWS SHEET EMBASSY OF THE DOMINICAN REPUBLIC IN CANADA

No. 170

ERC creates 1,650 jobs in the Dominican Republic with its call centers

In the Dominican Republic, call centers have established themselves as a source of employment, especially for young people seeking access to the labor market. These companies in the country generate about 20,269 direct jobs with a weekly average salary of DOP \$5,432.88 for operators and DOP \$11,665.93 for technical level jobs, according to the National Council of Free Zones (CNZF).

ERC, a global BPO provider with presence in several countries and operating in the Dominican Republic since 2010, decided to establish itself in the country due to its talent focus, its cultural affinity with the United States and countries of the region, the strategic location, and the level of development of the telecommunications industry, according to the company's Executive Vice President, José Nelton González.

The company, which offers telecommunications, financial, insurance, education, and telephone services to its national and international clients, highlights that it makes important contributions to the Dominican economy through the more than 1,650 jobs it currently has in the company.

“Call centers play an important role for the economic and social development of the country. We generate more than 20,000 jobs and there are more than 72 companies established under the free zone system, which contribute more than DOP \$1,400 million in taxes and generate an investment of more than US \$300 million. In addition, here, a person who enters the company with a basic level of Spanish earns DOP \$25,000 minimum, and more than 40% of our employees earn more than their father”, he stated.

González, who has been working for ERC for more than 6 years, said that in addition to the base salary, the company includes transportation, food subsidies, bonuses for entry, performance or sales, private medical insurance, day care centers, and other incentives.

He explained that the new center located in the Industrial Free Zone of San Isidro has 250 employees, but has the goal of hiring about 1,000 more for two different shifts, a figure that, he said, may increase if customers from other countries demand a night shift.

“That, in addition to the 1,400 employees we currently have in the main facility located on Avenida Tiradentes, amounts to a total of 2,400 jobs in this country, with an investment of more than US \$6 million in this plant”, he said.

Published on June 9, 2019, by the newspaper El Dinero (www.eldinero.com.do)