



WARN NO.
2111

February 15, 2017

John Asher, Rapid Response Coordinator
Oregon Dislocated Worker Unit
Oregon HECC- Office of Workforce Investments
875 Union Street NE
Salem, OR 97311

Re: Notification of Program Closure

Dear Oregon Dislocated Worker Unit:

In accordance with the Worker Adjustment and Retraining Notification Act, this letter is to advise you that Convergys Corporation plans to close permanently one of the client programs at their contact center facility located at 9275 SW Peyton Lane, Wilsonville, OR 97070.

The program closure is planned to occur on May 5, 2017 and could affect up to 143 employees. Although we are closing the program in Wilsonville, Convergys plans to maintain a presence in support of other clients. All current impacted employees are being encouraged to apply for these and other opportunities that may become available, with selection based on established requirements.

If you need additional information, you may contact me at (503) 685.6400 x8202017.

Sincerely,

A handwritten signature in cursive script that reads "M. Allen".

Melinda Allen
HR Business Partner
Convergys Corporation

Job Profile	Headcount
Associate Trainer	1
Coordinator Intraday	2
Mgr. Operations	1
Mgr. Technical Support Operations	1
Program Ready Trainer	2
Quality Evaluator	2
Sr. Mgr. Technical Support Operations	1
Sr. Technical Support Associate	13
Supervisor Training	1
Team Leader Technical Support Operations	9
Technical Support Associate I	108
Trainer	2
Grand Total	143

Employees will be encouraged to apply for other opportunities within the site. Bumping rights do not exist. Employees are not a part of a union.