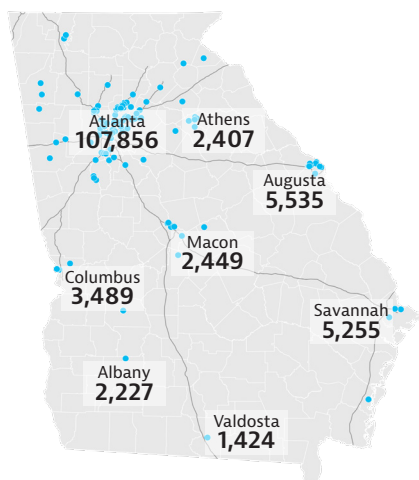


Contact Centers

Georgia is a leading contact center and business service center destination

Major Customer Care and Teleservice Metros in Georgia by Employment¹



311

Number of customer care, corporate solutions and telemarketing operations in Georgia²



2nd

State for projected contact center-related job growth (2025-30)¹



5th

State for highest number of contact center-related jobs¹



358

Georgia students obtaining certificates in customer service and computer support in 2023³

Georgia is the fifth largest market for contact center-related talent. Moderate wages, a prominent headquarters base and a distinction for work ethic contribute to the success of this industry in the state.

While most of Georgia's customer contact centers are in metro Atlanta, major teleservice and customer care centers are located all over the state. Georgia is home to 311 contact center operations, including both full and partial operations.

A pipeline of more than 350 annual graduates from the state's technical schools with related customer service certificates offers a steady stream of skilled workers. Georgia's technical colleges offer customer service certifications, enabling new and expanding businesses to take advantage of high-quality training.

Georgia offers a variety of market sizes for contact center talent at moderate wages.

MSA	Contact Center Jobs	Median Hourly Earnings
Atlanta	107,856	\$21.48
Augusta	5,535	\$19.43
Savannah	5,255	\$18.03
Columbus	3,489	\$17.42
Macon	2,449	\$18.77
Athens	2,407	\$18.30
Albany	2,227	\$17.67
Gainesville	2,034	\$18.53
Dalton	1,788	\$18.81
Warner	1,458	\$18.32
Valdosta	1,424	\$16.81
Jefferson	1,145	\$19.57
LaGrange	966	\$19.06
Rome	953	\$18.53
Brunswick	876	\$18.40

Source: Lightcast 2025.4Q

Largest Contact Centers

Company	City	County	Employment
State Farm Insurance Co.	Atlanta	DeKalb	7,200
VXI Global Solutions LLC	Morrow	Clayton	1,200
Kaiser Permanente	Duluth	Gwinnett	923
T-Mobile USA Inc.	Augusta	Richmond	850
E*TRADE Financial Corp.	Alpharetta	Fulton	800
CarMax Auto Finance	Kennesaw	Cobb	700
The Home Depot	Kennesaw	Cobb	533

Source: Contact Center Database, Georgia Power Economic Development, 2025

¹ Occupations include: computer network support specialists, computer user support specialists, telemarketers, bill and account collectors, customer service representatives, reservation and ticket agents and travel clerks.

Source: Lightcast 2025.4Q

² Source: Contact Center Database, Georgia Power Economic Development, 2025

³ Source: Lightcast 2025.4Q (IPEDS 2024)

Competitive Wage Rates

The workforce throughout Georgia is highly skilled with a strong work ethic. Customer contact center employers are able to find the employees they need at the right price here in Georgia.

Major Contact Center States, Sorted by Lowest Average Hourly Wage

State	Total Employment for Contact Center Occupations	Hourly Wage for Contact Center Occupations	Computer User Support Specialists	Computer Network Support Specialists	Telemarketers	Bill and Account Collectors	Customer Service Representatives	Reservation and Transportation Ticket Agents and Travel Clerks
Texas	474,576	\$22.04	\$28.59	\$35.04	\$16.89	\$21.86	\$20.25	\$24.22
Florida	342,986	\$22.27	\$30.19	\$37.30	\$17.81	\$22.49	\$20.32	\$20.96
Georgia	168,590	\$22.78	\$30.62	\$40.51	\$15.03	\$22.53	\$20.26	\$24.53
North Carolina	134,962	\$22.87	\$29.43	\$40.94	\$18.06	\$22.07	\$20.47	\$25.61
Pennsylvania	151,551	\$23.98	\$29.25	\$36.76	\$17.25	\$22.81	\$22.08	\$21.53
Arizona	126,041	\$23.99	\$31.54	\$35.35	\$24.14	\$23.19	\$22.07	\$23.34
Illinois	161,022	\$24.52	\$29.17	\$35.33	\$17.40	\$23.56	\$22.85	\$23.17
Minnesota	85,783	\$26.28	\$32.83	\$38.56	\$22.04	\$25.19	\$24.08	\$25.45
New York	222,756	\$27.40	\$34.07	\$41.11	\$19.99	\$25.31	\$25.29	\$22.60
Massachusetts	84,506	\$28.56	\$36.84	\$45.05	\$19.10	\$27.64	\$24.96	\$22.68
California	319,188	\$29.53	\$39.45	\$43.27	\$19.83	\$28.19	\$25.53	\$23.22
District of Columbia	12,946	\$31.01	\$38.12	\$43.98	\$19.62	\$28.86	\$26.26	\$26.41

Source: Lightcast 2025.4Q

Certified Customer Service Specialists Program

The Technical College System of Georgia offers a Certified Customer Service Specialist Program (CCSS) to support Georgia’s growing customer service workforce needs. This program is offered at nine different technical college campuses spread throughout the state.

CCSS graduates master skills such as information sharing, customer service and managing the difficult customer.

StubHub to Locate Customer Service Office in Metro Atlanta

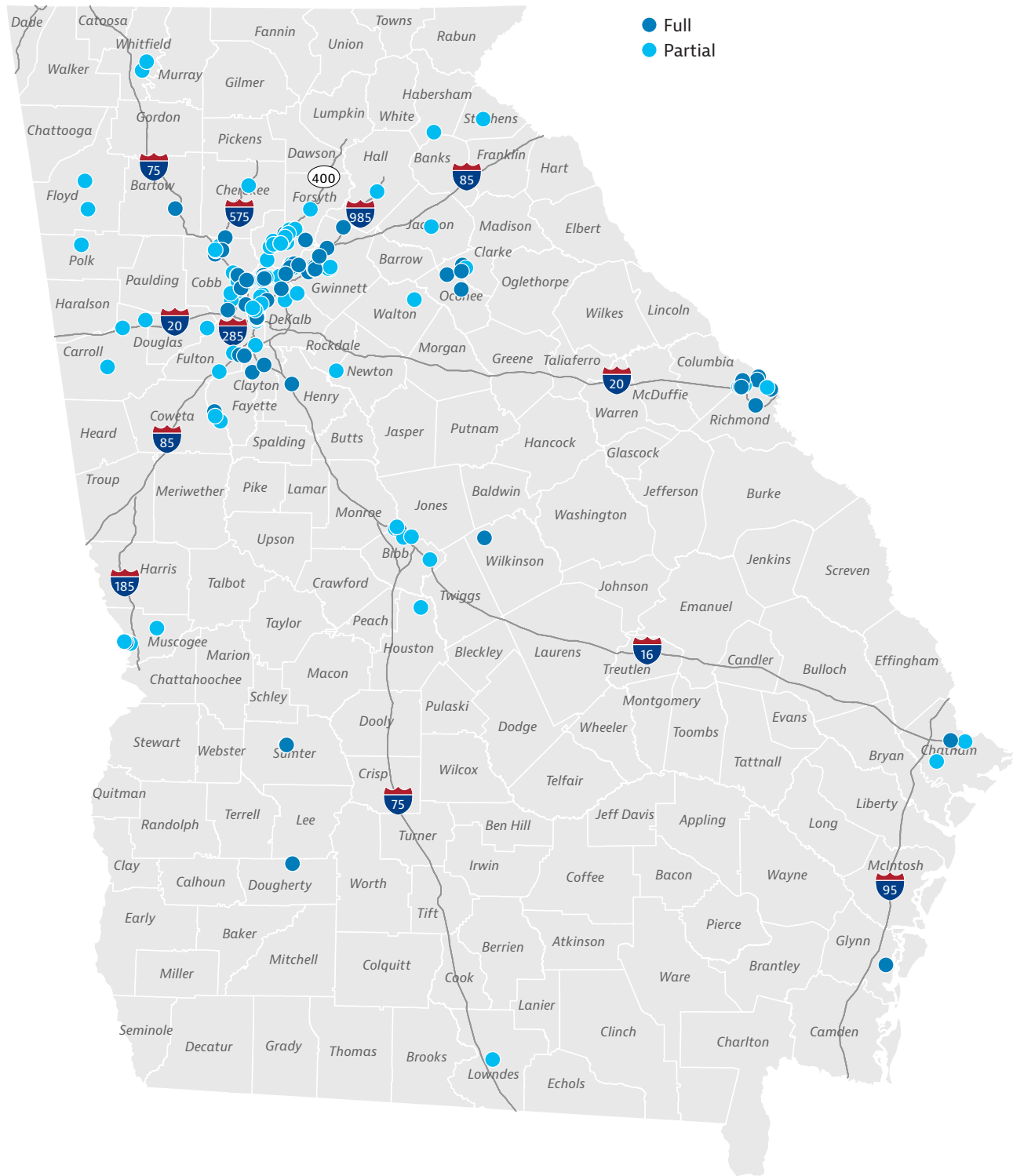
“Atlanta is highly regarded for its industry-leading talent and expanding entertainment and service industry.”

Nayaab Islam, CEO, StubHub

Source: “StubHub to Lay Off Staff, Move Office From Utah to Georgia,” TicketNews, July 2024

Georgia's Contact Centers Map

Full and Partial Contact Centers with 50+ Employees



Source: Contact Center Database, Georgia Power Economic Development, 2025

Note: Partial contact centers include locations that have a contact center housed within a larger function such as headquarters or distribution.

Full Customer Contact Centers in Georgia (50 or more employees)

Company	Metro Area (City)	Employment	Line of Business	Function
ADP LLC	Atlanta	499	Tax Credit Services	Customer Support Services
Aspirion LLC	Columbus	190	Adjustment & Collection Services	Adjustment & Collection Services
Assurant Inc. Service Center	Atlanta (Duluth)	300	Insurance	Customer Service, Claims Processing
Atlanta Gas Light Co. Call Center	Atlanta (Riverdale)	170	Natural Gas Distribution	Customer Care Center
Aucera	Athens	200	Customer Contact Services	Customer Contact Services
Bay Area Credit Service LLC	Atlanta (Norcross)	100	Adjustment and Collections Services	Adjustment and Collections Services
Bobby Dodd Institute Inc.	Atlanta	50	Employment Service	Customer Care Center
Bobby Dodd Institute Inc.	Atlanta (College Park)	100	Employment Service	Customer Contact Center
C2C Resources LLC	Atlanta	50	Adjustment & Collection Services	Adjustment & Collection Services
CarMax Auto Finance	Atlanta (Kennesaw)	700	Finance	Customer Service
Chat Comm 911	Atlanta	60	Call Center Services	Call Center Services
Computer Generated Solutions Inc./CGS	Atlanta (Peachtree Corners)	200	Computer Hardware & Software, Systems Design	Outsourced Call Center Services, Help Desk Solutions
Contract Callers Inc.	Augusta	100	Call Center Services	Collections, Field Service Projects, Call Center Services
Coxe Curry & Associates	Atlanta	50	Computer Processing & Data Preparation	Call Center Services
Credigy Solutions Inc.	Atlanta (Norcross)	180	Adjustment & Collections Services	Adjustment & Collections Services
Delta Air Lines Inc.	Augusta	150	Air Transportation	Reservations Center
E*TRADE Financial Corp. Call Center	Atlanta (Alpharetta)	800	Banking/Finance/Credit/Tax	Customer Service, Customer Contact
Electrolux Major Appliances Call Center	Augusta	500	Manufactured Goods	Customer Support Services
Financial Asset Management Systems Inc.	Atlanta (Woodstock)	180	Adjustment & Collection Services	Adjustment & Collection Services
First Financial Asset Management	Atlanta (Norcross)	130	Adjustment & Collection Services	Adjustment & Collection Services
Fusion Connect	Atlanta	400	Communications Services	Customer Service, Training Center
Georgia Power Co. Customer Care Center	Atlanta (McDonough)	500	Utility	Customer Service, Customer Contact
Hamilton Relay	Albany	239	Telephone Communication	Captioned Telephone Services
Hollis Cobb Associates Inc.	Atlanta (Duluth)	350	Accounting Services	Collections, Billing Services
Honeywell Global Service Response Center	Atlanta	100	Industrial Machinery & Equipment	Customer Contact
HSI Financial Services LLC	Atlanta	50	Business Services	Adjustment & Collection Services
InComm Inc	Atlanta (Norcross)	80	Telephone Communications	Customer Service
Internal Revenue Service Center	Atlanta	225	Government	Customer Service Center
Kaiser Permanente	Atlanta (Duluth)	923	Healthcare Provider	Customer Service
Lingo Communications	Macon	50	Communications Services	Customer Service
Max Touch Services	Atlanta (Kennesaw)	100	Telemarketing/Call Center Services	Telemarketing/Call Center Services
ModivCare Solutions LLC	Atlanta (College Park)	275	Local Passenger Transportation	Customer Service
Momentum Telecom	Atlanta (Cartersville)	99	Telecommunications	Customer Service
Moneypenny USA	Atlanta (Duluth)	150	Call Center Services	Call Center Services
MSC Industrial Supply Co. Call Center	Atlanta (Mabelton)	446	Retail/Wholesale Trade Services	Call and Fulfillment Center
National Credit Systems Inc.	Atlanta	100	Adjustment & Collection Services	Adjustment & Collection Services
National EMS Inc. Call Center	Athens	90	Emergency Medical Services	Customer Contact
NCR Voyix Corp.	Atlanta (Peachtree City)	150	Business Services	Help Desk, Customer Support, Training
OmegaFi	Columbus	120	Adjustment & Collection Services	Adjustment & Collection Services
OnBrand24	Savannah	60	Customer Contact Services	Customer Contact Services
PharmaCentra LLC	Americus (No MSA)	90	Software Development, Pharmaceutical Industry	Customer Contact

Full Customer Contact Centers in Georgia (50 or more employees)

Company	Metro Area (City)	Employment	Line of Business	Function
Philips Healthcare Customer Solutions	Atlanta (Alpharetta)	275	Healthcare Equipment	Customer Care Center, Technical Support
QTS	Atlanta (Suwanee)	200	Computer Facilities Management Services	Customer Service
Red Ventures LP	Atlanta	200	Telecommunications Customer Service	Telecommunications Customer Service
Rent Recovery Solutions LLC	Atlanta	65	Adjustment & Collection Services	Adjustment & Collection Services
RGL Associates Inc	Brunswick	80	Adjustment & Collection Services	Adjustment & Collection Services
Ricoh USA Inc. Call Center	Atlanta (Duluth)	175	Retail/Wholesale Trade Services	Customer Service, Customer Contact
S2G Support Services Group	Atlanta	50	Customer Contact Services	Customer Contact Services
Sequium Asset Solutions LLC	Atlanta (Marietta)	150	Banking/Finance/Credit/Tax	Collections Services, Customer Contact
ServiceCheck	Atlanta	225	Computer Processing & Data Preparation	Customer Service
SITEL Corp.	Augusta	500	Customer Contact Services	Shared Services, Customer Contact
Southwest Airlines Co.	Atlanta	50	Air Transportation	Customer Service, Reservations Center
State Farm Insurance Co.	Atlanta	7,200	Insurance Customer Service	Insurance Customer Service
StubHub*	Sandy Springs (Atlanta)	380	Online Ticketing Platform	Customer Service
TeleNet Marketing Solutions LLC	Athens (Bogart)	70	Call Center Services	Call Center Services
The Home Depot Call Center	Atlanta (Kennesaw)	533	Retail/Wholesale Trade Services	Customer Service
Thermo Fisher Scientific Inc. Call Center	Atlanta (Suwanee)	165	Manufactured Goods	Customer Service, Order Processing Center
T-Mobile Call Center	Atlanta	450	Telecommunications	Customer Service, Shared Services
T-Mobile USA Inc.	Augusta	850	Communications Services	Customer Service
Transworld Systems Inc.	Atlanta (Norcross)	70	Banking/Finance/Credit/Tax	Collections, Customer Contact
TTEC	Atlanta (Duluth)	200	Telemarketing/Call Center Services	Telemarketing/Call Center Services
UGA Calling Center	Athens	120	Business Services	Customer Service
Urban Outfitters Call Center	Martinez (Augusta)	225	Retail Clothing	National Customer Service, IT Support
Victory Recovery Services Inc.	Atlanta (Buford)	50	Adjustment & Collection Services	Adjustment & Collection Services
Vital Solutions Inc.	Atlanta (Norcross)	60	Business Services, Collections Services	Collection Services
VoiceNation LLC	Atlanta (Duluth)	250	Live Answering Services	Customer Service
VXI Global Solutions LLC	Atlanta (Morrow)	1,200	Contact Center Staffing	Contractor Staffing Solutions, Contact Center Services
VXI Global Solutions LLC	Atlanta (College Park)	300	Customer Contact Center	Customer Contact Center
Wipro Technologies	Atlanta (Chamblee)	91	Computer Related Services	IT Consulting, Outsourcing
WOW!	Augusta	65	Communications Services	Customer Support Services
Zcorum Customer Care Center	Gordon (No MSA)	50	Communications Services	Customer Care Center

*Represents a project announcement

Partial Contact Centers in Georgia (50 or more employees)

Partial contact centers include locations that have a contact center housed within a larger function such as headquarters or distribution.

Georgia's diverse employer base serves industry segments ranging from retail to finance to heavy manufacturing and provides jobs for thousands of Georgians. The state's largest companies often employ customer care and teleservice workers.

Company	Metro Area (City)	Line of Business	Function
Aaron's Inc.	Atlanta	Franchisors & Licensors	Customer Service Center
ACI Worldwide Inc.	Atlanta (Peachtree Corners)	Computer Hardware & Software, Systems Design	Customer Support Services
ADP LLC	Atlanta (Alpharetta)	Business Services	Call Center Services, HR, Payroll Processing
ADP LLC	Augusta	Business Services	Customer Support, Payroll Processing
Aflac Inc.	Columbus	Insurance	Large Customer Support Division
Alliance Spine & Pain Centers	Atlanta	Doctors, Medical, Offices, Clinics	Customer Service
American International Group Inc./AIG	Atlanta (Alpharetta)	Insurance	Customer Service & Claims Processing
Ameris Bank/Operations Center	Atlanta	State Commercial Banks	Customer Service
AmTrust North America	Atlanta (Alpharetta)	Insurance	Customer Service & Claims Processing
Aon Integramark	Atlanta (Alpharetta)	Surety Insurance	Insurance Customer Service
Associated Credit Union	Atlanta (Peachtree Corners)	Credit Union	Customer Support Services
Assurant Inc.	Atlanta	Insurance	Customer Service & Claims Processing
AT&T Mobility	Cedartown (No MSA)	Communications Services	Customer Support Services
Atlanta Postal Credit Union	Atlanta	Credit Unions	Customer Support Services
Augusta Oncology Associates PC	Augusta	Doctors, Medical, Offices & Clinics	Customer Service
Bank of America	Atlanta (Kennesaw)	National Commercial Banks	Collection Services
BCD Travel	Atlanta	Travel, Hospitality, Entertainment	Customer Support Services
Belnick LLC	Atlanta (Canton)	Office Products	Customer Service
Better Homes & Gardens Real Estate Metro	Atlanta	Real Estate	Customer Support Services
Brasseler USA	Savannah	Manufactured Goods	Customer Service
CallRail Inc.	Atlanta	Prepackaged Software	Customer Support Services
CAN Capital	Atlanta (Marietta)	Finance, Insurance, & Real Estate	Sales & Customer Service
Carestream Dental LLC	Atlanta	Business Services	Customer Service
CDK Elead	Valdosta	Software Products & Services	Customer Service
Chatham Area Transit Authority	Savannah	Local & Suburban Transit	Customer Support Services
Coca-Cola Co.	Atlanta	Manufactured Goods	Customer Service
Comcast Cable Communications Inc.	Atlanta	Communications Services	Customer Service
Community Loans of America Inc.	Atlanta	Personal Credit Institutions	Customer Service
ConstructConnect	Atlanta (Peachtree Corners)	Periodicals, Publishing, Printing	Customer Support Services
Cooper Lighting Solutions	Atlanta (Peachtree City)	Manufactured Goods	Customer Service & Billing
Corpay Inc.	Atlanta	Business Services	Customer Service
Crawford & Co.	Atlanta (Peachtree Corners)	Insurance (Claims Adjuster, Appraiser)	Customer Service, Claims Processing
D4C Dental Brands Inc.	Atlanta (Chamblee)	Dentists Offices & Clinics	Customer Support Services
Datavant	Atlanta (Alpharetta)	Health Information Technology	Customer Service
Delta Community Credit Union	Atlanta	Credit Unions	Customer Support Services
Delta Dental Insurance Co.	Atlanta (Alpharetta)	Hospital & Medical Service Plans	Customer Service & Claims Processing
EarthLink LLC	Atlanta	Radiotelephone Communications	Customer Service
Elevance Health Inc.	Columbus	Insurance	Large Customer Support Division (Claims, Operations, Clinical Management)
Encompass Supply Chain Solutions Inc.	Atlanta (Lawrenceville)	Retail/Wholesale Trade Services	Customer Service
Equifax Inc.	Atlanta	Banking/Finance/Credit/Taxes	Customer Service
Equifax Inc. Data Center	Atlanta (Alpharetta)	Banking/Finance/Credit/Taxes	Customer Service

Partial Contact Centers in Georgia (50 or more employees)

Company	Metro Area (City)	Line of Business	Function
FLS Transportation Services Inc.	Rome	Transportation, Logistics	Customer Service
GEICO	Macon	Insurance	Customer Service & Claims Processing
Georgia Aquarium	Atlanta	Aquarium	Customer Services
Georgia Farm Bureau Mutual Insurance Co.	Macon	Insurance	Customer Service
Georgia Technology Authority	Atlanta	Government	Customer Support
Georgia United Credit Union	Atlanta (Duluth)	Banking/Finance/Credit/Tax	Customer Contact
Georgia-Pacific LLC	Atlanta	Manufactured Goods	Shared Services, Customer Support
Greenway Health LLC	Atlanta (Carrollton)	Business Services	Customer Service, Technical Support
Habitat for Humanity International Inc.	Americus (No MSA)	Individual & Family Social Services	Customer Service
Hancock Claims Consultants	Atlanta (Alpharetta)	Insurance (Claims Adjuster, Appraiser)	Customer Service, Claims Processing
Home Depot Inc.	Atlanta	Lumber & Other Building Materials	Customer Service, Shared Services
Humana Inc.	Atlanta (Roswell)	Hospital & Medical Service Plans	Customer Service
Ingo Money Inc.	Atlanta (Alpharetta)	Internet Banking	Customer Service
InterContinental Hotels Group Inc.	Atlanta	Hospitality	Customer Service
Jackson EMC	Jefferson (No MSA)	Electric Services	Customer Service
Kendrick Paint & Body Shop	Augusta	Body Repair Shop	Customer Support Services
Lectra USA Inc.	Atlanta (Smyrna)	Technology Solutions	Customer Support Services
LexisNexis Risk Solutions	Atlanta (Alpharetta)	Business Services, Credential Verification	Customer Service, Transaction Processing
LGE Community Credit Union	Atlanta	Credit Unions	Customer Service
Lloyd & McDaniel	Atlanta (Marietta)	Legal Services	Customer Service
LOMA	Atlanta	Associations, Business	Customer Service
Manheim Atlanta	Atlanta (College Park)	Automobile Auction	Customer Service
MarketSource Corp.	Atlanta (Alpharetta)	Communications Services	Customer Service
MAXIMUS Inc. Georgia Families	Atlanta	Individual & Family Social Services	Customer Service
McMaster-Carr Supply Co.	Atlanta (Douglasville)	Industrial Supplies	Customer Service
Mohawk Industries Inc.	Dalton	Manufactured Goods	Sales & Customer Service
NCR Atleos Corp.	Atlanta	Computer Hardware & Software, Systems Design	Help Desk
OneDigital Health & Benefits	Atlanta	Insurance	Customer Service
Orkin LLC	Atlanta	Business Services	Customer Service
OrthoGeorgia	Macon	Doctors, Medical, Offices & Clinics	Customer Service
Palmetto GBA LLC	Augusta	Business Services	Customer Service
Peachtree Packaging Inc.	Atlanta (Lawrenceville)	Corrugated & Solid Fiber Boxes	Customer Service
Piedmont Athens Regional	Athens	Hospitals, General Medical & Surgical	Client Services
Pirelli Tire North America LLC	Rome	Manufactured Goods	Customer Service
Primerica Inc.	Atlanta (Duluth)	Insurance	Customer Support, Debt Collection
ProCare Rx	Gainesville	Computer Programming Services	Customer Service
Pull-A-Part Inc.	Atlanta (Doraville)	Motor Vehicle Supplies & Used Parts	Customer Support Services
Quest Diagnostics Inc.	Atlanta (Tucker)	Medical Laboratories	Client Services
Randstad USA	Atlanta	Business Services	Support Services, Customer Contact
Reliable Heating & Air LLC	Atlanta (Kennesaw)	Heating & Air Conditioning	Customer Support Services
Renasant Bank Operations Center	Atlanta (Lawrenceville)	Banks	Customer Support Services
Response Mine Interactive	Atlanta	Advertising Agencies	Customer Service
Ricoh USA Inc.	Atlanta (Tucker)	Office Products	Customer Service
Ricoh USA Inc. Accounting Center	Macon	Retail / Wholesale Trade Services	Customer Service
Ridgeview Institute	Atlanta (Smyrna)	Hospitals, Psychiatric	Client Services
Rinnai America Corp.	Atlanta (Peachtree City)	Air Conditioning & Heating Equipment	Customer Support Services
Ritz-Carlton Atlanta	Atlanta	Hotel	Reservations
Robins Financial Credit Union	Warner Robins	Credit Unions	Customer Service

Partial Contact Centers in Georgia (50 or more employees)

Company	Metro Area (City)	Line of Business	Function
Royal Metal Products Inc.	Atlanta (Temple)	Sheet Metal Work	Customer Support Services
Ryder Shared Services Center	Atlanta (Alpharetta)	Transportation Services	Customer Service
Sage	Atlanta	Computer Hardware & Software, Systems Design	Customer Support & Help Desk
Sawnee EMC	Atlanta (Cumming)	Utility	Customer Service
Scientific Games International Inc.	Atlanta (Alpharetta)	Computer Systems Design	Technical Support
Shaw Industries Inc.	Dalton	Manufactured Goods	Customer Service
Snapping Shoals EMC	Atlanta (Covington)	Utility	Customer Service
SPS Co.	Atlanta (Alpharetta)	Medical Equipment & Supplies	Customer Service
State Farm Insurance Co. Claims	Atlanta	Insurance	Claims Processing
Stellantis Financial Services Inc.	Atlanta	Personal Credit Institutions	Customer Service
Taylor Communications	Toccoa (No MSA)	Business Services	Customer Contact Services
Teachers Retirement System of Georgia	Atlanta	Insurance	Customer Service
TOTO USA Inc.	Atlanta (Fairburn)	Manufactured Goods	Customer Support Services
TransUnion LLC	Atlanta	Business Services	Credit Reporting Services
Travelers	Atlanta (Alpharetta)	Insurance	Customer Service, Claims Processing
TSYS/Total System Services Inc.	Columbus	Business Services	Customer Service, Credit Card Processing
Tyson Foods Inc.	Macon	Poultry Processing	Customer Service
Verida Inc.	Atlanta (Villa Rica)	Local Passenger Transportation	Customer Service
Verint Systems Inc.	Atlanta (Alpharetta)	Computer Integrated Systems Design	Customer Service
Verizon Connect	Atlanta	Computer Programming Services	Customer Service
Verizon Wireless	Atlanta (Alpharetta)	Communications Services	Customer Service
Walton EMC	Atlanta (Monroe)	Electric Services	Customer Service
Windstream Communications	Baldwin (No MSA)	Radiotelephone Communications	Customer Service
Yamaha Motor Corp. USA	Atlanta (Kennesaw)	Motor Vehicle Supplies & New Parts	Customer Support Services

Georgia Power has been helping companies locate in our state for nearly 100 years. We offer a full array of products and services available at no cost. To receive confidential, proven assistance, please contact one of our experienced professionals:

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