



### Careers at TTEC

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## Join us in delivering amazing customer experiences!

We help global brands provide a great experience to their customers, build customer loyalty, and grow their business.

We also create exceptional experiences for our employees. We invite you to join our journey, and experience it for yourself!



### Career Paths

Whether you like working with clients, customers, or in a business support role, we have just the position that'll rock your world. Learn more about the different career paths at TTEC and where you fit in.

find your fit >



### Who We Are

Just like any family, we have the things that define us, that make us unique, that make us TTEC. Get an inside view at what makes TTEC tick.

life at TTEC >



### What We Do

Looking for a quick and easy explanation of what we do? Look no further. (Well, actually you do have to look a little further. Click below to learn more.)

get the inside scoop >

## We're committed to creating exceptional experiences for every employee, every day.

why join us >

### When we say global, we mean it.

The world is your oyster. We have locations from Bulgaria and the Philippines to Brazil and New Zealand. Be adventurous! [Search](#) for jobs in locations you've never considered before!



#### Asia Pacific

- Australia
- China
- New Zealand
- Philippines
- Singapore

#### Europe, Middle East, & Africa

- Bulgaria
- Dubai
- Ireland
- Macedonia
- Poland
- United Kingdom

#### Americas

- Brazil
- Canada
- Costa Rica
- Mexico
- United States



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# find your fit

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Keyword:

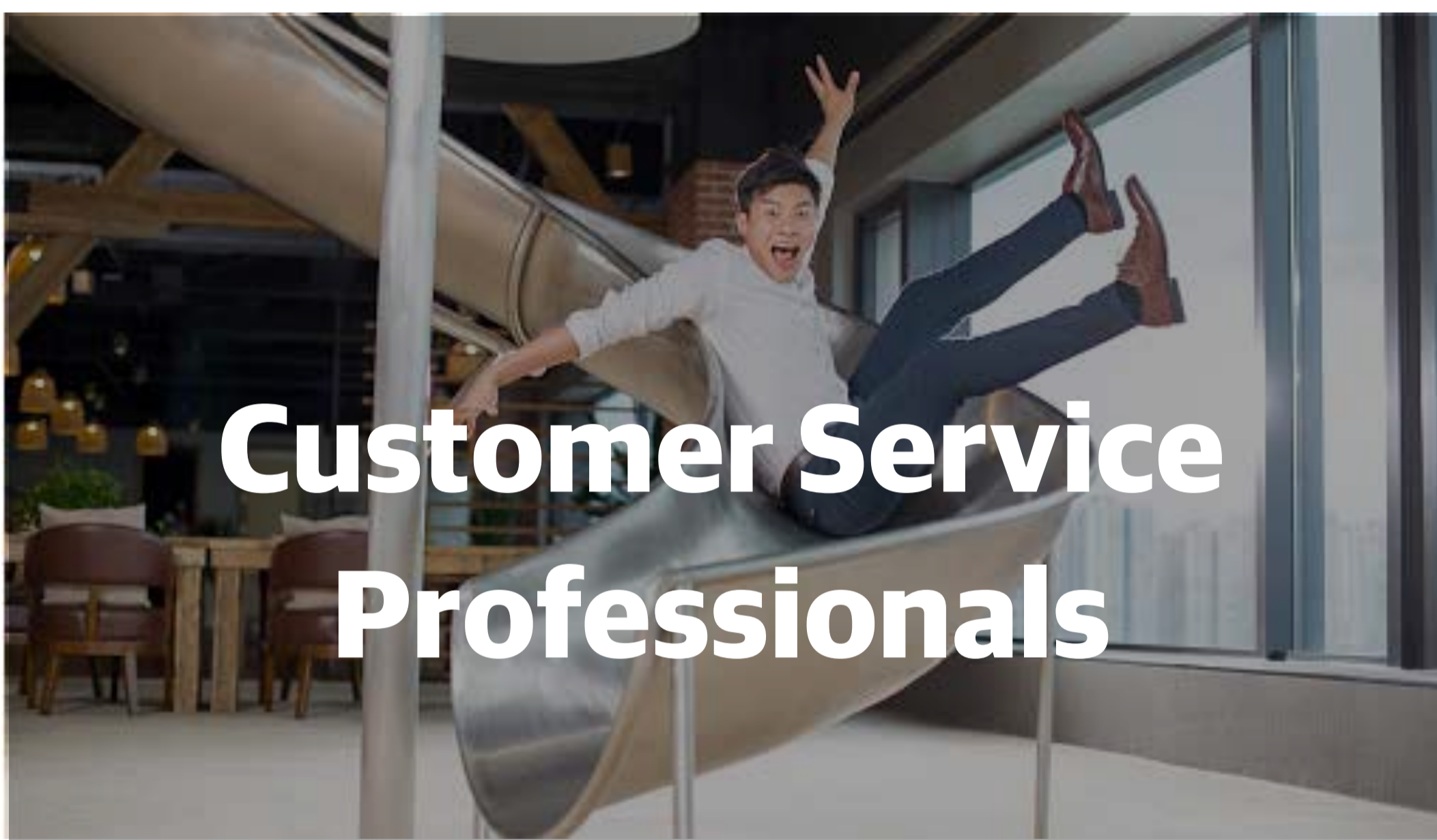
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## Customer Service Professionals



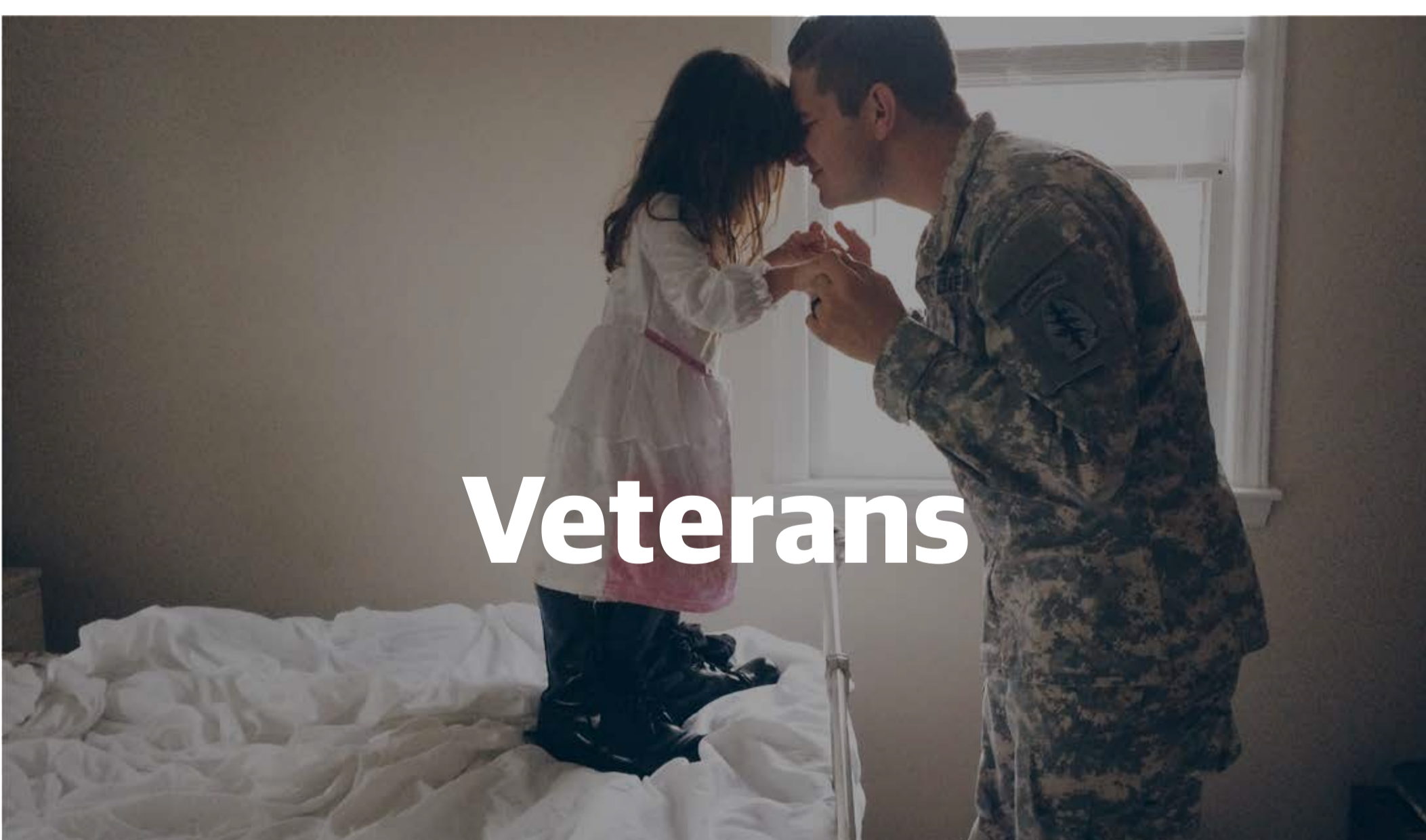
## Work From Home



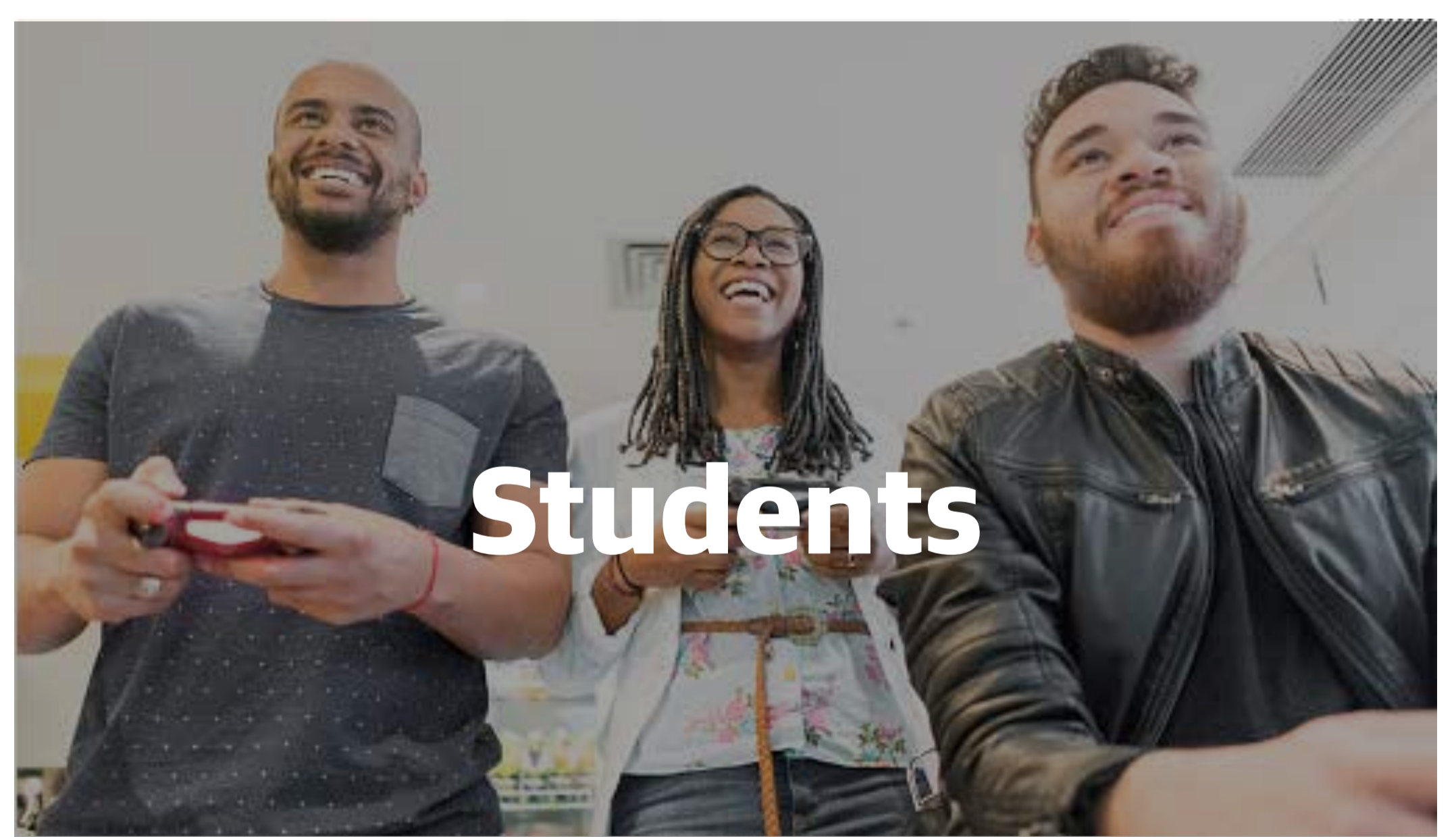
## Corporate



## Consultants



## Veterans



## Students



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# who we are

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## Life at TTEC

As a global company, we're always on. When one of us is going to bed, a coworker halfway around the world has already had their coffee (or tea) and is ready to grab the baton and run with it. We work at a fast pace around here and we're not one for keeping the status quo. To us, "can't" is a four-letter word. But as engaged as we are in our purpose, we know life can't be all work and no play, so we make time for a little fun too! We're passionate about throwing company events that bring us together to laugh and celebrate each other's achievements. We're also big on taking time out for professional development and giving back. So, if you're looking for a work-life full of purpose, passion and career potential, come on over. We love making new friends.

[Download our Culture Book](#)

## Our DNA

At TTEC, our purpose, vision, mission and values guide who we are and who we aspire to be, serving as the building blocks for the way we conduct business and build relationships.

### Our Purpose

Deliver humanity to business

### Our Mission

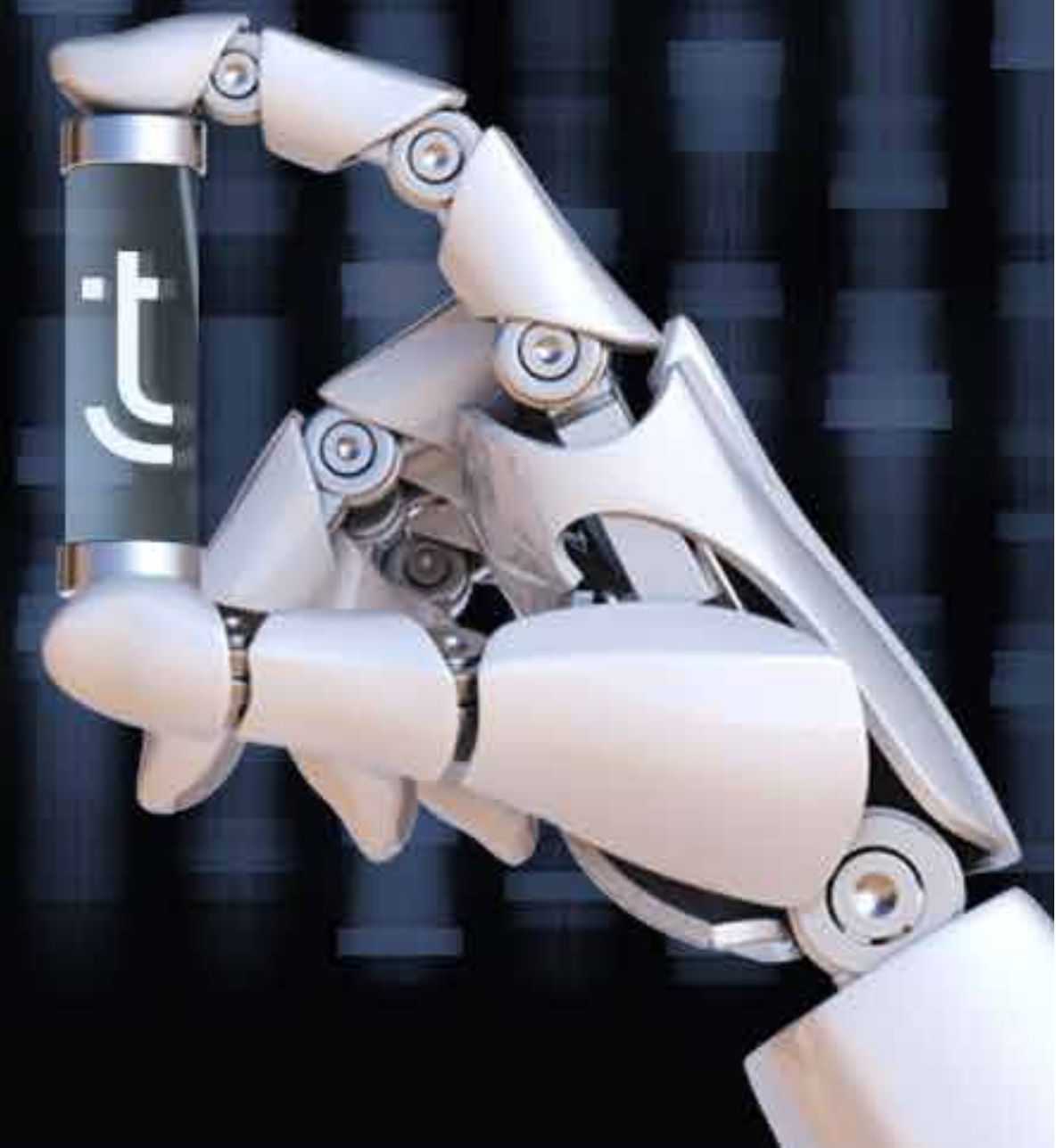
Accelerate growth by simplifying and personalizing interactions that build deep engagement between people and brands

### Our Vision

Leading the world's most respected organizations to create and grow emotionally connected, valuable, lasting relationships

### Our Values

Lead every day  
Do the right thing  
Reach for amazing  
Seek first to understand  
Act as one  
Live life passionately



## Our Melting Pot of Awesomeness

We not only accept people's differences, we embrace them! Have tats or like to wear bowties? Cool. Working parent? We get it. Veteran? We value your service. Wheelchair Olympian? Awesome. Member of the LGBTQ community? We'll be standing by your side at the pride festival. No matter what makes you—you, we value it. We consider our diversity one of our greatest strengths because it enables us to view things from different perspectives and to bring value to the table in our own unique way.

## Giving Back

### Our community involvement

Our purpose is to deliver humanity to business. Not just to our business and our clients' business', but to the communities where we live and work around the world. In 2007, we created the TeleTech Community Foundation, which empowers our employees to support organizations and causes that are important to them. Because we believe education is the foundation of a successful community, our main focus is on providing students with access to the tools and support they need. Since its inception, we've donated more than \$4,000,000 and thousands of volunteer hours to help those in need have a better tomorrow.

[Download our Impact Statement](#)

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# what we do

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In a nutshell, we use a blend of technology and people to help clients provide a great experience to their customers, build customer loyalty, and grow their business! Look at it this way... You know that frustrating customer experience you just had with the (blank) company? (We don't want to name names!) We fix it! It's a complex job. It takes more than just retraining the customer service associate who helped you, or providing him the technology to have your information at his fingertips, or re-doing the website on which you searched for information. It takes assessing every single touchpoint that you might have with the company—from researching one of their products, to purchasing the product, to using the product, to receiving support—then putting in place the people, technology, processes and mindset needed to make your experience at each touchpoint the best it can be. That's what we help some of the biggest and most recognizable brands in the world do! And we help them do it as efficiently and profitably as possible.

[Download our List of Awards](#)

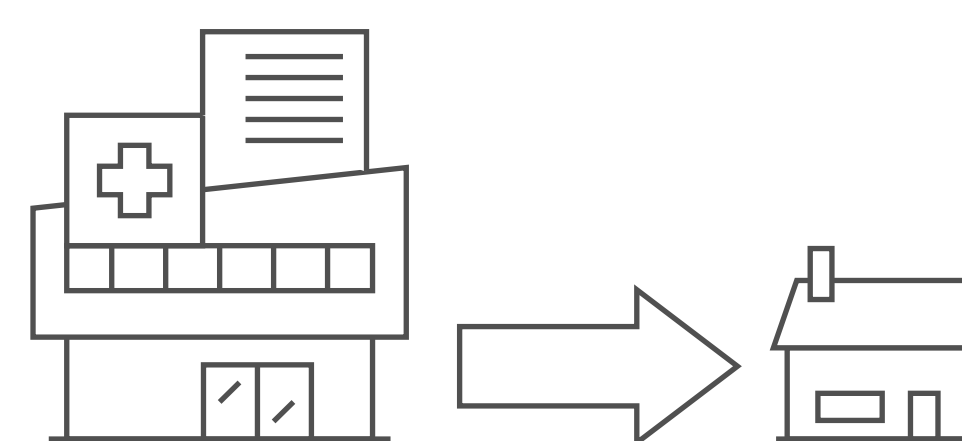
## How we help clients deliver extraordinary customer experiences

We offer customer engagement as a service. We call it Humanify. We know there is a real person behind every customer interaction with a brand and we want to make that interaction as simple and engaging as possible.

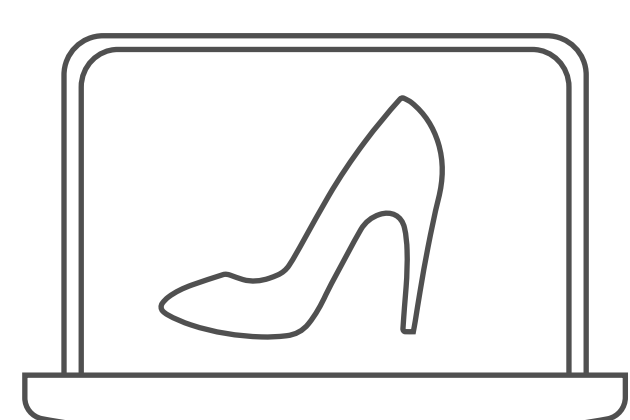
Here are a few examples of how we've done just that!



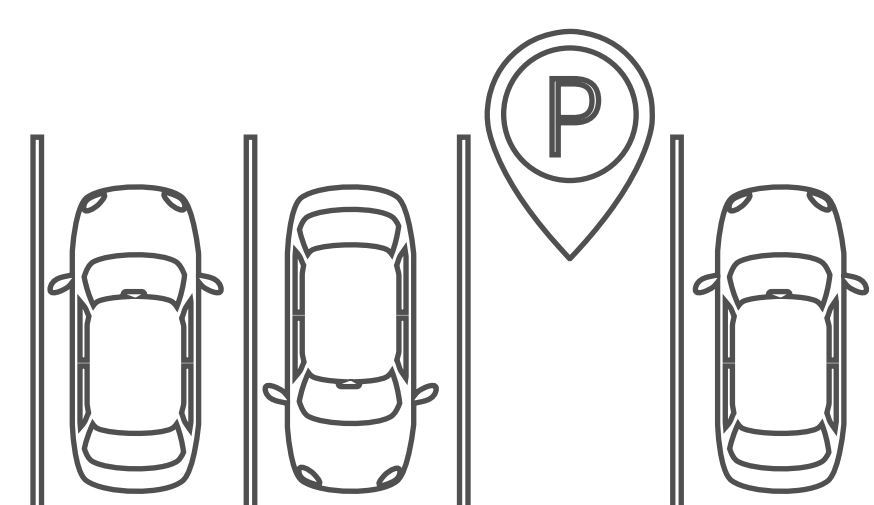
We put in place technology that allowed a customer to easily communicate with her credit card company via text, email, voice and chat without any of her interaction history being lost.



We improved a hospital's process for admitting and releasing patients, which enabled a patient to get back to the comfort of his home sooner.

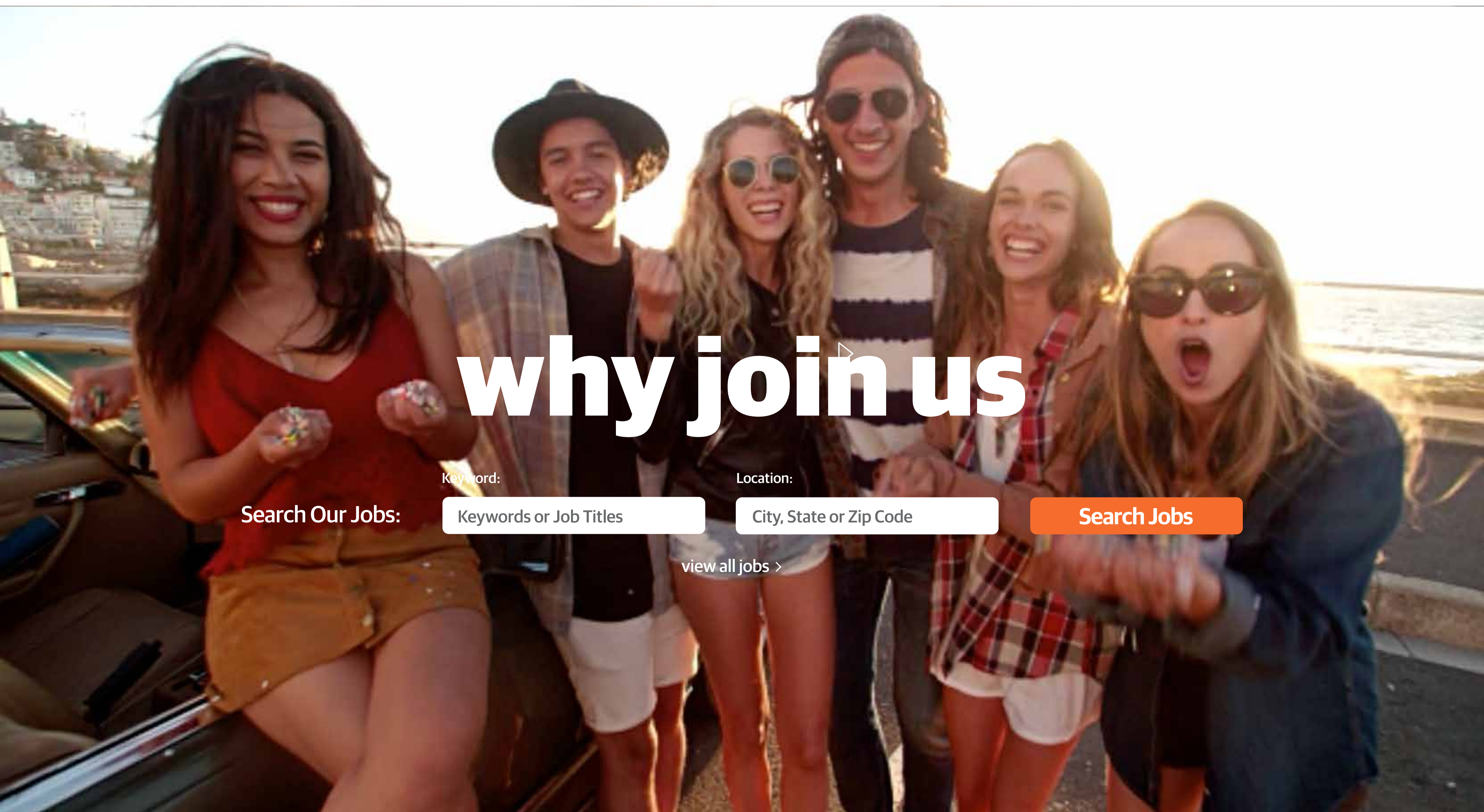


We designed a marketing analytics program that caused a pair of shoes a shopper had viewed the day before to pop up on her next web search, enticing her to make a purchase.



We improved an automobile dealer concierge service's process for routing calls, which enabled a customer to quickly find a parking space in the city.





# why join us

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## Wondering why you should join us? Well, let's count the reasons... top 10 style!

- 10 Industry Leader:** We've been around for 35 years and we know our stuff. Though we operate with the passion, agility and entrepreneurial spirit of a startup, we're an established, well-recognized name in the customer experience industry that we helped pioneer and continue to transform.
- 9 Global Opportunities:** It's just plain cool to be part of a company that spans the globe and offers opportunities to learn the international aspects of a profession and to interact with people from different cultures. Somehow it makes the big world out there seem much more connected.
- 8 Recognizable Brands:** We work with many of the top brands in the world. Does that make us hip by association? We like to think so. We do know it makes us proud. And we bet it'll make you proud, too!
- 7 Community Involvement:** We care about supporting the communities in which we work and live. We focus most on helping students because we believe education is the foundation of a successful community. All our employees are encouraged to apply for Teletech foundation grants to support educational organizations they feel passionate about.
- 6 Compensation & Benefits:** Our employees are rock stars and they deserve red carpet treatment. That's why we offer a variety of health and wellness programs, resources, local discounts and company benefits that protect, encourage and enrich their lives and those of their families.
- 5 Flexible Work Arrangements:** We know great work doesn't only happen in a cubicle or office between 8:00 a.m. and 5:00 p.m. That's why we offer employees choices of when and where to work, depending on the employee's needs, location and role.
- 4 Learning Opportunities:** Whether you're an associate in your first job or a seasoned executive, there are plenty of hands-on opportunities to learn, grow, develop new skills and participate in projects that interest you.
- 3 Career Development:** We have an abundance of locations, departments and positions to grow into--and the training, education, and career mobility platforms to help you get there! Plus, we believe it's in our diversity that lies our strength, so you won't find any glass ceilings around here!
- 2 Awesome People:** One of the things employees say they like best about working here? Our people! They're smart, friendly, talented, hardworking and committed to doing great work. Sound like you?
- 1 And the #1 reason to work for us...? (drumroll please) You'll never be bored!**



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