



FOR IMMEDIATE RELEASE

**Jennifer Perini, Community Relations Manager
321.632.8610 ext. 202 | jperini@bacemploy.com**

BAC PROMOTES DIVERSITY AND INCLUSION WITHIN THE TECH SECTOR THROUGH EXPANDED CALL CENTER OPERATIONS

(Rockledge, FL, September 15, 2023) BAC is thrilled to announce it has expanded its call center operations. Spanning an impressive 4,000 square feet, this state-of-the-art inbound call center is fully staffed by individuals with disabilities and military veterans.

This new facility further exemplifies BAC's commitment to inclusivity and equal opportunities for individuals with disabilities. By tapping and leveraging the incredible talents of veterans and individuals with disabilities, BAC has not only strengthened their workforce but also enriched the overall experience for their valued customers.

"Successful partnerships with our customers and various stakeholders can be attributed to the extensive training and qualifications of our team, along with the wrap-around services provided by BAC," said Keri Goff, Director of Community Relations." Our employee's dedication and commitment to customer satisfaction make them an invaluable asset to the organization."

Through comprehensive training programs and ongoing support, the team has been equipped with the necessary tools and expertise to efficiently address a wide range of Tier I technical inquiries while ensuring the highest level of service.

"Too many people get pegged into jobs that are quote 'good' for people with disabilities and they never think about roles like working in a call center, working on a computer, doing IT work" remarked BAC LaunchIT Administrator, Sue Bassett. "As BAC continues to expand into this line of business, we are excited to witness the positive impact this initiative will have on our employees, our customers, and the industry as a whole."

Recently named a Top 3 employer and non-profit organization in Brevard, BAC hopes this latest expansion will serve as a catalyst for other organizations to follow, promoting diversity and inclusivity within the tech sector. To learn more about BAC's inclusive programs and services, please visit: bacemploy.com



1845 Cogswell Street, Rockledge, FL 32955
office: 321.632.8610 | fax: 321.631.8207
bacemploy.com

ABOUT BAC

BAC is a social enterprise dedicated to building communities that support members of unique abilities in growing their own personal success. BAC's empowerment programs provide life enrichment opportunities to those with significant disabilities and help more than 1,200 people find meaningful purpose in their lives.

#