

Amex offers new jobs to 200 employees

No layoffs at second largest employer in town

BY PATRICK MANGION
Staff Writer

American Express, Markham's second largest employer and home to the credit card company's Canadian headquarters, announced a "reorganization" that involves as many as 200 employees.

Amex Canada Inc. and Amex Bank of Canada, which employs 4,000 people in Canada, most of whom work in Markham, announced Feb. 11 employees in the operations department, including members of the national call centre, would be offered equivalent positions in Markham.

There will not be layoffs, company spokesperson Tara Peever said.

"Everyone will have an alternative position in other areas of the business. We have spots for all 150 to 200 people in Markham," Ms Peever said in an interview.

She wouldn't say if the affected Markham employees would be offered positions at a Pembroke facility being opened by an Amex supplier, adding the new facility will be staffed through "additional manpower".

Canadian-owned cus-

tomers service company On-Line Support Inc. announced Friday it would be opening a new call centre in Pembroke to handle calls for Amex.

Expected to be open this spring, the facility will create about 200 full-time jobs.

Pembroke officials did not return phone calls to the York Region Newspaper Group.

However, in a press release, the city's economic development department said it had been working for more than three years to establish a call centre there.

"After extensive labour market studies across Canada, OLS chose Pembroke ...," the press release went on to say.

"The changes relate to the decision to transfer most of our French language servicing and some of our English servicing calls to a vendor in the Ottawa Valley while also maintaining core servicing here," Amex Canada said in a written statement.

"Our business continues to expand and, as it does, it makes sense for us to have additional service sites, both from a cost perspective, but also as a backup to our principle site in Markham for business continuity purposes."

Last December, Amex headquarters in New York City said Canadian offices would not experience major job losses following an announcement that 2,000 jobs would be cut worldwide.

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