

insideARM Announces the 2018 Best Call Centers to Work For

 insidearm.com/news/00044024-insidearm-announces-2018-best-call-center

Stephanie Eidelman CEO insideARM

insideARM is proud to announce the **2018 Best Call Centers to Work For** winners. This survey and award program is designed to celebrate excellence among call center work environments in customer care, collections, and outsourcing. 2018 marks the 11th year that insideARM has recognized the industry's best places to work, primarily as rated by employees.

To be considered for participation, companies had to fulfill the following eligibility requirements:

- Be a for-profit or not-for-profit business or government entity;
- Be a publicly or privately held business;
- Must be in business a minimum of 1 year;
- Must have U.S. call center operations with at least 15 employees, providing either customer care, outsourced services, collections, or online chat services. Only employees working in the United States are eligible to be surveyed.
- Separate call center locations were asked to apply separately.

As always, our program is administered by **Best Companies Group**, which conducts over 60 local, national and industry "Best Places" programs each year. insideARM was not involved in any way in the review of submissions or determination of awards.

Companies from across the U.S. entered the rigorous two-part survey process to determine the *Best Call Centers to Work For*. The first part consisted of evaluating each nominated company's workplace policies, practices, philosophy, systems and demographics. The second part consisted of an employee survey to measure the employee experience. The combined scores determined the top companies and the final ranking.

This year, 25 companies met the standard to be selected. The *Best Call Centers to Work For* list is divided into three size categories: Small (15-49 employees), Medium (50-149 employees) and Large (150+ employees).

All of us at insideARM applaud the winners on this great accomplishment. This is a rigorous process – it is NOT a pay to play contest. We encourage all organizations that meet the criteria to participate next year. Winning is a great badge of honor. However even those who don't make the list get something extremely valuable – a blueprint for how they can improve – for practically no cost.

[Click here to view the rankings by size category, and profiles on all of the winners.](#)

The following are this year's winners, in alphabetical order:

Advance Financial
American Profit Recovery, Inc.
Americollect, Inc.
Associated Credit Services, Inc.
Conrad Credit Corporation
Credit Collection Partners
Credit Solutions, LLC - Medical Collections
Delta Outsource Group
Eastern Revenue, Inc.
GB Collects
Healthcare Receivables Group
Hilton Grand Vacations
Hunter Warfield, Inc.
Investment Retrievers, Inc.
KeyBridge Medical Revenue Care
Mnet Financial
Professional Account Services, Inc.
Professional Finance Company, Inc.
Protocol Financial Service, LLC
Sentry Credit, Inc.
State Collection Service, Inc.
Team Recovery, Inc.
Todd, Bremer & Lawson, Inc.
United Credit Service, Inc.
Williams & Fudge, Inc.

The 2019 program will open for registration in the fall.

[Click here](#) to give us your contact information If you'd like us to notify you when that happens.