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## **InfoCision awards cars to three hard-working employees *Seven finalists also receive cash prizes in company-wide incentive contest***

Akron, Ohio, December 27, 2011 – Jill Avery, senior director of teleservices for InfoCision Management Corporation was recently named the company's employee of the year for 2011. Avery, a resident of Austintown, Ohio, received the Carol J. Byrd Award, InfoCision's highest employee honor, at its annual company Christmas party.

Avery has played a vital role in InfoCision's recent growth and expansion, as 2011 saw the company reach the highest staffing levels in its 29 year history. Under her supervision, the recruiting teams have had great success filling positions to meet increasing client demand, while bringing employee retention rates to record highs. She also helped facilitate the major changes regarding the handling of human resource functions within each InfoCision call center, increasing operating efficiency and enhancing recruitment efforts. In addition, Avery played a pivotal role in the opening of InfoCision's first call center location outside the United States in Fort Erie, Ontario.

"Jill has been an outstanding mentor to our call center management staff at every InfoCision location," said InfoCision President and CEO Carl Albright. "Her work has had a tremendously positive impact on the operations of each of InfoCision's 35 call centers; through recruiting and retention, and helping them to generate the highest quality results in the industry. She is very deserving of this award."

Avery had been nominated for the award for five consecutive years before finally winning for 2011. The Carol J. Byrd Award is named after former InfoCision Vice President of Operations Carol Byrd, who died in 1993.

### **About InfoCision**

Our clients are the household names most consumers know and depend on. As a leading provider of contact center solutions, we serve many verticals from technology to health care to financial services to pharmaceutical and telecommunications, as well as providing inbound and outbound marketing for nonprofit, religious and political organizations. No matter what market, we help establish brand, build customers, create marketing strategies and integrate teleservices into the marketing mix. Our customized core solutions can be deployed individually or combined to create a multichannel strategy that includes inbound and outbound teleservices, direct mail, fulfillment, email, Ecommerce, and business intelligence to name a few. Founded in 1982, InfoCision employs more than 4,000 in 35 call centers throughout Ohio, Pennsylvania, West Virginia and Ontario, Canada. [www.infocision.com](http://www.infocision.com).