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Gannett to open 240-job call center in C-J building

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Gannett Co. Inc., parent company of The Courier-Journal, will open a 240-job customer-service call center in the newspaper's building, the state announced yesterday.

Gannett plans to refurbish 14,732 square feet of space that was vacated in 2004 when The Courier-Journal began using new printing presses.

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"There's a whole lot of space in that building that isn't being used," said Rob Althaus, Gannett vice president of circulation. He said architects who are designing the call center will visit the site at Sixth Street and Broadway next week.

When opened in July, the

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Cross it.
The heart is much more than just another part of the body.

Lose it.
It is the center of your emotional being.

Wear it on your sleeve.
It is where we feel more deeply and hold tightly those we care for.

And when it hurts,
But when the heart itself needs caring for?

listen.
How is a body to know?

center will serve up to 33 Gannett-owned newspapers. Employees will handle calls about late or missing newspapers, vacation stops and other circulation issues.

Gannett is consolidating its newspaper customer-service departments into three regional centers. The first was in South Carolina; the Louisville center will be the second. Last week, Althaus said the

third likely will be in the Central or Mountain time zone.

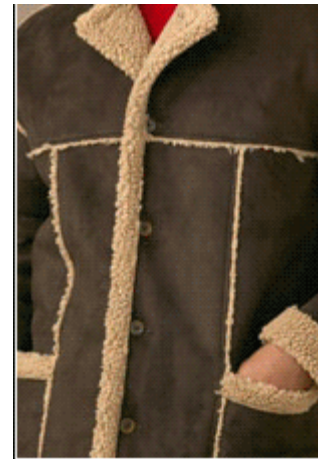
Last week, the Kentucky Economic Development Finance Authority approved Gannett for \$3.25 million in tax incentives for up to 10 years as part of the expansion.

Althaus said Gannett will start hiring in late March or early April. Hiring will be done as the company adds newspapers to the call center in phases.

Gannett will take out employment advertisements in The Courier-Journal and on www.careerbuilder.com, an online employment site co-owned by Gannett and newspaper publishers Tribune Co. and McClatchy Co.

Gannett, based in McLean, Va., operates in 41 states, the District of Columbia, Guam, Great Britain, Canada, Belgium, Germany, Hong Kong and Singapore. It is the largest U.S. newspaper publisher in terms of circulation with 90 dailies.

Reporter Robert Schoenberger can be reached at (502) 582-4669.



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