

Empire State Development News

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CALL CENTER CHOOSES UPSTATE NEW YORK AS ITS NEWEST LOCATION

Coast Professional Inc. to expand, construct new facility in Geneseo

Empire State Development today announced that Coast Professional Inc., a small business with more than 20 years in the student loan collection industry, will expand its operations into New York State by constructing a new call center in the Finger Lakes region. Over a three-year span, the company will invest \$1.8 million in the area's economy through this new facility and pledges to hire 100 new employees.

"ESD is working to utilize New York State's attributes across the state to both benefit those currently doing business here, as well as to attract new business to the state," said Dennis M. Mullen, Upstate President, Empire State Development. "We are pleased that the state's efforts to create a healthy business climate and strong economy are coming to fruition, particularly for the Upstate region. I welcome Coast to New York State and look forward to witnessing the company reach its fullest potential."

Founded in 1976 and with offices currently in Louisiana and California, Coast chose to purchase land and build a new facility in the Livingston County Empire Zone to accommodate its growth. The company has proposed an aggressive construction timetable, which will have the Geneseo-based operation up and running by January 2009.

Since the call center's work is not location sensitive, Coast had the option of expanding anywhere in the United States; however, since two of its senior officials, President and Chief Operating Officer Everett Stagg and Vice President of Operations Roxanne Baker, have previously built and led top performing collection teams in the Western New York area, Geneseo was chosen for Coast's expansion. In addition, assistance was provided by the Livingston County Development Group and New York State.

"Our executive management team is ecstatic about expanding in Western New York, where the labor pool and work ethic is second to none," said Coast President and Chief Operating Officer Everett Stagg. "Our competitive salaries, creative bonus plans and opportunity to advance will be a great fit for new team members interested in our career opportunities. Coast takes great pride with our employee training and development, allowing us to have qualified individuals ready to go as growth occurs."

"I believe great companies begin with great people," said Coast Chief Executive Officer and Chief Financial Officer Brian H. Davis. "We have taken enormous care in the selection of this facility. The Livingston County Economic Development team of Julie Marshall and Pat Rountree, worked tirelessly on our project to bring us in to New York State. The combination of Livingston County's pro-business environment and an abundance of experienced agents made Geneseo, New York the perfect solution to our continued need to expand. We are excited to be here and more importantly become a permanent part of the community."

Empire State Development provided a \$200,000 grant to help offset costs associated with the project, while the New York State Department of Housing of Community Renewal dedicated an additional \$540,000 in Community Development Block Grant funds.

the entire state. The \$540,000 in Community Development Block Grants (CDBG) will help Coastal Professional succeed and provide good jobs for residents of Geneseo and the surrounding area. CDBG grants make it possible for companies to grow and make communities better places to live, and we welcome Coastal Professional to New York."

Empire State Development is New York's chief economic development agency, encompassing business, workforce and community development. ESD also oversees the marketing of "I LOVE NY," the State's iconic tourism brand. For more information, visit www.nylovesbiz.com.

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