



Providing On-Site
Staffing Solutions to
**Public Utility and
Communications
Companies**
for over 35 years



Buck's Communications is the preferred provider of reliable, cost-effective call center and back-office solutions for public utility and communication companies throughout the Carolinas for over 35 years.

What Makes Us Different?

We offer an On-Site Staffing Solution where our employees are utilized at your own facility. We seamlessly integrate our staff into your current office environment. This allows the same extensive training and resources that your in-house staff receives. Our unique, On-Site Staffing Solution enables you to monitor your outsourced staff constantly, helping you grow and improve your efficiency and productivity. Our On-Site Solution provides



dedicated personnel to answer calls solely for your company, unlike off-shore outsourced call centers.

Our team speaks your language. We specialize in public utility and communications employment solutions. Our management has over 100 years combined experience working directly for Co-ops and Independents, therefore, we understand the unique challenges of the public utility industry.

Our experienced management team is on-site on a regular basis working closely with your management to ensure mutual success.

Our flexible solutions include On-Site, Work From Home and 24-hour Shift Work.

Services and Solutions

✓ **Inbound Call Center**

✓ **Help Desk Support**

✓ **Service Dispatch**

✓ **Payment Support**

Benefits of Outsourcing

The benefits of our On-Site Staffing Solutions are significant. We are helping companies meet financial targets and achieve operational excellence. Utilities have discovered a 30-50 percent reduction of operating costs by outsourcing. In short, outsourcing can offer the same or better services at significant cost savings, reducing demands on the capital budget. Our custom outsourcing model provides improved quality of service and increased profitability for investors.

Our Process

At Buck's Communications, we understand the steps necessary to identify qualified talent who will be a fit for your specific culture. We work closely with you to develop customized solutions to fit your company's unique needs and goals. We are confident that our years of industry experience and expertise will benefit your company.



Recruiting, interviewing, screening, testing, on-boarding and retaining quality employees is time consuming and expensive. We handle every aspect of this process, removing additional burden from your HR Department.

We work diligently to acquire and retain the best local talent in your area. In order to retain the best employees, we offer an excellent benefit package. Our generous offering of employee benefits drastically reduces the turn-over typically associated with traditional outsourcing providers. Our employee retention strategy includes Competitive Pay, Health Benefits, Retirement Plan with matching contributions and Accrued Paid Time Off.

We understand your unique requirements and have crafted many solutions for clients just like you to place the best human capital on location throughout the Carolinas.

Mission Statement

To create a strong partnership with public utility and communications companies while providing full-service, on-site outsourcing. With a quality first attitude, our services consistently reflect a positive image on our clients.



**Still Have Questions?
We Have Answers!**

**Call Us Today to Schedule
Your Free Consultation
(336) 869-8538**



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