

Delivery alert until NaN

Convergys to lay off 151 in Rio Rancho

By Marie C. Baca / Journal Staff Writer

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ALBUQUERQUE, N.M. — Convergys will lay off 151 employees at its Rio Rancho call center by the end of April, according to a notice filed with the New Mexico Department of Workforce Solutions.

A spokeswoman for the company said the layoffs, which are mostly full-time employees, are the result of a change with “a single client program” and are not indicative of plans to shutter the center.

Verizon Wireless recently announced it will close its Albuquerque call center next year and transition employees to a work-from-home model.

New Mexico Economic Development Department records show that Convergys received nearly \$200,000 in fiscal year 2017 from the state’s Job Training Incentive Program. The funding was for a reported 100 jobs with an average wage of \$12.25 an hour.

The program funds on-the-job and classroom training, reimbursing companies for 50 to 75 percent of wages for newly-created jobs for a period of up to six months.

The Convergys spokeswoman said the company had “successfully met the terms of its agreement” with the program and would not be subject to clawbacks. The Journal has not been able to determine the relationship between the jobs tied to the economic incentives and the jobs that are a part of the layoffs.

The Economic Development Department confirmed that Convergys had met its obligations for the program.

Contact the writer.

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