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Press releases from community organizations in and around the Southwestern Ohio area

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Collection Call Center to Bring 40 New Jobs to West Chester

With credit to small businesses remaining tight, extremely high unemployment, and a stubbornly sluggish economy, it seems a difficult time to start a new company. Don't tell that to two local entrepreneurs looking to make their mark on the collection industry by doing exactly that. "Actually I can't think of a better time to start a small business than right now," said Doug Plummer, CEO of newly established Key 2 Recovery, Inc.

While things are tough all over, West Chester seems to be weathering the recession much better than other local communities. "We are excited about our new West Chester location" stated Steve Roberto, Key 2's President and COO. "The employment pool here is rich with experienced candidates and our proximity to I-75 will allow us to draw employees from all over southeast Ohio and northern Kentucky.

The attraction of the local workforce wasn't the only factor that brought them to West Chester. Plummer noted, "All business inputs are less expensive now than they were three years ago. Companies that support small business such as attorneys, accountants, bankers, consultants, insurance companies, etc. are anxious to develop new relationships in a down economy that have the potential to grow into large clients in the future."

ACA International, a trade organization which represents more than 3,500 of the estimated 4,100 debt collection agencies in the United States, recently commissioned a study which showed that of the \$152.5 billion in bad debt that private businesses charged off in 2008, debt collectors returned more than \$40 billion, representing a 20.9 percent reduction in private sector bad debt. The direct and indirect economic impact the industry has on America is massive, with debt collection agencies supporting an estimated 420,000 jobs with a payroll of \$15.9 billion during 2008.

Debt collection companies are an indispensable part of keeping the U.S. economy afloat. Businesses large and small rely on collection and accounts receivable management firms not only to collect unpaid bills, but also to help them keep prices lower for all consumers. That's especially true in today's difficult economic climate and right now business is booming. When the Key 2 owners were asked how the economy might affect the operation of their collection agency, their answer was as optimistic as their future vision for their company. "There is no question there are millions more accounts being referred for collection than in recent years," Roberto stated. "However, there have been few significant changes to the way consumer debt has been collected since the use of the automatic dialer fifteen years ago." Plummer went on to say, "We intend to change that. In this industry, with this economy, it's not the number of accounts you have but what you do with them that counts. The days of constant calls and harassment are over. Companies that apply the latest in available technology and creatively seek out ways to help consumers out of bad economic situations are the ones that will be successful in the future.

See all [Key 2 Recovery, Inc.](#)

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