

diversity message

from our president



As the labor pool changes, West's ability to succeed long-term will depend upon how successfully we can compete in our labor markets. To be competitive, we must implement strategies to successfully attract the very best of employees, while at the same time remove employment barriers that might inhibit their full utilization within the West family. To meet this challenge, West Corporation has implemented an Affirmative Action Program ("AAP").

The further development of an inclusive work environment will yield great returns not just in our organizational effectiveness and efficiency, but also to our bottom line. A solid AAP will strengthen our workforce with a greater breadth of talent and viewpoints within West. Additionally, it will provide us with directed hiring practices and strategies, improved community relations and will allow us to compete for federal government contracts, a very lucrative market which requires Affirmative Action compliance.

Though West has always done a terrific job hiring the right people, our AAP mandates that we put an extra effort into all of our people programs. I ask that each of you share in meeting these responsibilities by incorporating the Affirmative Action policies into your own day-to-day decisions and activities. All members of management must be made fully aware of their responsibilities in carrying out our affirmative action commitments, and in continuing to maintain a work environment free of unlawful discrimination. I know that I can personally count on your support for this program as we move forward. Through our mutual efforts, we can ensure West Corporation's continued market leadership and excellence.

Nancee R. Berger
Chief Operating Officer



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