

4-29-19



April 26, 2019

**VIA FEDERAL EXPRESS**

Steven Gustafson, State Trade and Rapid Response Coordinator  
REACT Program  
MSC 229  
107 E. Madison Street  
Tallahassee, FL 32399-4137

**Re: Separations at InComm's Jacksonville Facility**

Dear Mr. Gustafson:

Pursuant to the WARN (Workers Adjustment and Retraining Notification) Act, Public Law 100-379, notification is hereby given that InComm will conduct employee layoffs at its facility located at 8935 Prominence Parkway, Jacksonville, Florida 32256. There are currently approximately 125 employees at the facility and all of them will be laid off. The reason for these layoffs is the outsourcing of call center operations currently performed at this facility. It is our understanding that displaced employees will have the opportunity to apply for positions with the new call center provider. This action is expected to be permanent.

The employee layoffs in connection with this action are expected to have an effective date of July 1, 2019. Enclosed is a listing of the job titles of the positions to be affected, as well as the number of affected employees in each job title, and their anticipated separation dates.

- There are no bumping rights applicable to the affected employees.
- The affected employees at this facility are not represented by any union, but all affected employees will receive 60 days' advance notice of their individual layoff date.

You may contact Lisa Sharum at (678) 248-3266 if you require additional information.

Sincerely,  
  
Lisa Sharum, Director, Employee Relations

Cc: The Honorable Lenny Curry, Mayor of Jacksonville (via e-mail at MayorLennyCurry@coj.net)  
Enclosure: Affected Job titles, Number of Affected Employees in Each Job Title; Anticipated Separation Date

<b>Job Title</b>	<b># of Employees in Job Title</b>	<b>Anticipated Separation Date</b>
Administrative Asst I	1	July 1, 2019
Client Support Spec II	2	July 1, 2019
CS Training Coord I	2	July 1, 2019
Cust Svc Rep I	18	July 1, 2019
Cust Svc Rep II	73	July 1, 2019
Cust Svc Rep III	1	July 1, 2019
Cust Svc Rep IV	5	July 1, 2019
Dir II, Cust Svc	1	July 1, 2019
HR Business Partner II	1	July 1, 2019
HR Generalist I	1	July 1, 2019
Customer Svc - QA Rep I	5	July 1, 2019
Mgr I, Cust Svc	4	July 1, 2019
Mgr II, Cust Svc	1	July 1, 2019
Supv, Cust Svc	6	July 1, 2019
Training Specialist II	2	July 1, 2019
Workforce Coordinator I	1	July 1, 2019
Workforce Coordinator II	1	July 1, 2019
<b>Grand Count</b>	<b>125</b>	