



News Release

SOCIAL SECURITY

Social Security to Open New Teleservice Center in Jackson, Tennessee

Center Will Help Agency Handle Calls from Boomer Wave

Michael J. Astrue, Commissioner of Social Security, today announced that the agency plans to open a new teleservice center (TSC) in Jackson, Tennessee, which will be the first new call center opened by Social Security in more than a decade. The Jackson TSC will employ about 175 people once it is fully operational.

“Social Security is facing an unprecedented wave of people needing our services as baby boomers retire,” Commissioner Astrue said. “Response times have been improving significantly, and the new Jackson TSC will help us provide even more timely service to the 60 million Americans who call our toll-free number each year.”

Social Security currently has 35 TSCs operating in locations all across the country. All TSCs take calls from throughout the U.S. and provide service via Social Security’s national toll-free number, 1-800-772-1213 (TTY 1-800-325-0778). Live service is available from 7:00 a.m. - 7:00 p.m. Monday through Friday. Automated service is available 24 hours a day, seven days a week.

More than two-thirds of the calls to Social Security’s 800 number come from the Eastern and Central time zones. Jackson was chosen as the site for a new TSC because of the additional capacity needed in these time zones to handle calls. In addition, with four colleges and universities in Jackson and several others within a short commute, the Jackson area will provide Social Security with a highly-skilled and well-educated workforce.

“Social Security consistently ranks as one of the top federal agencies to work for,” noted Commissioner Astrue. “With President Obama having called a new generation of Americans to public service, I am confident that Social Security will become the employer of choice in Jackson.”

Social Security will be working closely with the General Services Administration to facilitate the process for opening the new TSC. The process provides for open competition and normally takes 18 to 24 months to complete.

###