

Call Center Bill

Good morning. My name is Marvin Thompson. I am a Dayton resident, father, husband, proud Union member of CWA Local 4322, and a call center worker for over 16 years. Earlier this year, I had the opportunity to speak during the introduction of the Call Center bill at the Ohio State House. At that time, I highlighted my personal story, and that of approximately 75 call center workers at my company, who also work in Dayton.

As many call center workers across the country have experienced loosing their jobs to off-shore contracted labor in countries like Costa Rica, the Dominican Republic, the Philippines, India, Jamaica, and many others. It has become obvious and apparent to us that with just the “flip of a switch,” the safety and security that we have come to rely upon for years could be upended, at any time, all in the name of profit and for a few dollars more for the company.

We all want to believe that with hard work, determination, loyalty to our employers, and adherence to fair work rules, that we can all still get our piece of the American pie, the American Dream. We thought for a long time that the only problem we faced was that our slice was getting smaller, but it is so much bigger than that. For decades, we watched as we saw large manufacturers leave our state, moving factories around the country, all for the promise of tax breaks and other incentives. As time went on, and tax breaks expired, and the same companies left the country, and left us behind. They left to chase more profits. They left with their lies. They left us with the blame. They left, but they kept their tax breaks, along with the profits generated by the efforts of hard working people, like all of us standing here before you today.

Offshoring moves our jobs overseas to countries far away, hurts real people, hurts families, and harms the local economy right here in Ohio, and throughout the entire country.

This bill encourages companies to do the right thing for working families, and gives recognition to those companies that keep their commitment to the people. I am thankful for the support and attention that is being given to this urgent matter, and I look forward to the passage, and hopefully, the eventual signing of this bill in the months to come. Until that happens, I will remain personally invested in this endeavor.

I am here today to ask elected officials on BOTH sides of the aisle, in the Ohio State House to support The Consumer Protection Call Center Act, to keep the promises made throughout the last election cycle, to keep good jobs here in Ohio, and bring good jobs back to the U.S.

I invite all working people to stand up, and stand together, not only for the Call Center Bill, not only for the loss of manufacturing jobs, but for the dignity and respect that has been lost, and that you deserve.

Thank you for being here, and thank you for your support.