

GLOW TOUCH

S * A * L * U * T * E

As The Uncommon BPO™, we are creating an uncommon approach to recruiting from the military community. Rather than the usual appeal to “hire veterans,” the SALUTE program includes the extended military community – spouses, immediate household family members, reservist, and active-duty personnel.

GlowTouch is a U.S.-based, global business process outsourcer (BPO) with two decades of providing award-winning outsourcing solutions for our clients. We are a rapidly growing company based in Louisville, Kentucky, with additional locations in Miami, India, and the Dominican Republic.



The SALUTE Difference

What makes this program unique is RemoteAbility™, the key to unlocking geographic and logistical barriers to employment. This approach also makes work portable, meaning that an employee whose family is transferred can take the job with them. This is especially important to military spouses who enjoy working but whose careers and income can be impacted by the disruption of periodic changes of duty station. With SALUTE, that is no longer an issue.

Why SALUTE

A salute is a gesture of respect and acknowledgement. We hope to provide a measure of both with above-market wages in a growing industry, employment that includes a career path, and an environment conscious of the needs of military veterans and their families.

We have a 95% employee retention rate; in other words, people choose to stay with GlowTouch, and we take great pride in promoting from within.

Our home state of Kentucky includes five military installations including two major Army posts – Fort Campbell and Fort Knox. That has given us an appreciation of the challenge military families face in balancing service and home. The SALUTE initiative provides a pathway for people in every step of their military journey.

Inside a Contact Center

Contact center agents respond to inbound requests for IT support, product questions, sales information, and so forth. Our clients range from companies in retail to health care, from insurance to technology, so chances are that your past experiences will find a home with us. Additionally, we provide training and career growth opportunities to support your career advancement.

Culture

The culture at GlowTouch is a critical aspect of our unique nature as a company. Our motto of Putting People First is exemplified every day by our actions in the workplace that includes setting employees up for success, volunteering opportunities, group activities, and involvement in the community through a wide range of initiatives. We have purposely created an employer of choice by treating our staff as far more than people hired for certain jobs.



GlowTouch SALUTE Initiative



Military Veterans and Military Spouses Initiatives – Partners and Recognitions

The GlowTouch SALUTE initiative meets the **United Nations Foundation's Sustainable Development Goal 8**, offering job opportunities to those returned from service, military service friendly positions for those actively serving in the National Guard or Reserves, and portable positions for military spouses/family members.

Hiring our Heroes

- Is an initiative of the US Chamber of Commerce that connects the military community—service members, military spouses, and veterans—with American businesses to create economic opportunity and a strong and diversified workforce.

Military Spouse Employment Partnership/Spouse Education and Career Opportunities

- The Military Spouse Employment Partnership is a Department of Defense (DoD) led initiative that connects military spouses with hundreds of partner employers who have committed to recruit, hire, promote and retain military spouses.

Veterans Job Mission

- An initiative of J.P. Morgan Chase & Co. VJM is a coalition of 200+ leading member companies that represent virtually every industry in the United States economy. The coalition has collectively hired more than 500,000 veterans.

Military Spouse Economic Empowerment Zones

- MSEEZ is a community of Hiring our Heroes that is established to connect military spouses with companies committed to hiring, MSEEZ are collaborative efforts among the local business, civic, and military communities that establish employment networks in municipalities around the country.

VetJobs.org

- VetJobs.org is an anchor member of the Vet Jobs OCEAN (One Central Employment & Advancement Network) family of websites. Over the past 17 years, Vet Jobs and its sister sites have actively helped more than 70,000 military spouses, active-duty military and veterans connect to high-earning careers.

Veteran Community Alliance of Louisville

- Veterans Community Alliance of Louisville is a community-wide, collaborative initiative to coordinate veteran services and ensure a seamless system of care.