



Wayfair Inc. to open new customer service center – to create 450 full-time jobs in Southern Tier

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Big Flats, NY According to Wayfair Inc., the company is opening a new customer service center on Daniel Zenker Dr. Wayfair will hire more than 450 full-time customer service and sales roles in the new location.

“We’re excited to expand our operations to Chemung County and the town of Big Flats and welcome new talent to our award-winning team,” said Liz Graham, vice president of sales and service, Wayfair. “Wayfair’s success is built upon a steadfast commitment to the customer and its dedication to delivering an unparalleled customer experience. We are confident that our expansion to New York State will enable us to further build our team with dedicated professionals who believe in always putting the customer first. We look forward to launching our Wayfair team in Chemung County and becoming part of the local community.”

“In the Southern Tier, our strategic investments are attracting new businesses, creating new jobs and strengthening the regional economy,” said Empire State Development president, CEO and commissioner Howard Zensky.

“Wayfair’s commitment to invest millions of dollars and create hundreds of jobs furthers the region’s Southern Tier Soaring initiative, which is well on its way to generating sustainable growth and progress.”

Wayfair’s service organization was recently recognized for customer service excellence, earning the Silver Stevie® Award in the Customer Service Department of the Year retail category. In addition, Wayfair was recognized as one of the Best Places to Work in Retail by Fortune Magazine.

Wayfair offers full-time customer service positions with a wide range of benefits including equity, bonuses, 401(k) matching, tuition reimbursement, medical, dental and vision insurance and discounts on employee purchases. For more information on hiring and career opportunities in New York. Employing 7,700 people globally, Wayfair currently operates customer service centers in Massachusetts, Maine, Utah, Texas, Germany and Ireland.

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