

USAA adding jobs in Springs

[RICH LADEN](#)

February 12, 2009 - 2:33PM

USAA, the insurance carrier and financial services giant, will add at least 250 customer service and claims positions to its Colorado Springs regional office, the San Antonio-based company announced Thursday. The additional jobs are a shot of good news for the Pikes Peak region, which, like other areas, has been battered by layoffs, store closings and home foreclosures. The local unemployment rate shot up to 7 percent in December, a full two percentage points higher than it was a year earlier.

USAA will add the jobs no later than Sept. 30, said company spokesman Paul Berry. He said he didn't know salaries, but he added some management positions might be part of the mix.

The company might add more than 250 employees, but Berry said he didn't know the exact number.

"It could be 251; it could be 275," he said.

For years, USAA has been one of the Springs' largest private employers. It currently has 988 people locally; 904 work at the company's Briargate Business Campus office at Colorado 83 and Research Parkway on the city's far north side, and the rest work out of their homes or are based here and travel, Berry said.

USAA serves 6.8 million members of the military and their families. Its Springs operation, which previously served 11 states, now works with members all over the world, from soldiers stationed in Afghanistan to local residents down the street, Berry said.

Colorado Springs' gain, however, results from losses at two other USAA sites. The company is closing operations in Sacramento, Calif., and Norfolk, Va., and folding them into facilities in the Springs, Phoenix, Tampa and San Antonio.

Sacramento and Norfolk had too much empty space and were expensive to maintain and operate, Berry said.

In looking at how best to serve members, the company decided to consolidate, he said. USAA's Colorado Springs office has enough space to accommodate about 1,500 people, company officials have said in the past.

USAA has about 625 positions in Sacramento and 475 in Norfolk that are being affected. Those employees will have the chance to transfer to the Springs and elsewhere, Berry said.

The number of Springs-area residents hired won't be known until the company learns how many employees transfer, he said.

The Sacramento and Norfolk offices primarily employ staff from USAA's auto and property insurance operations.