



**Contact(s):** Christine Haerich  
(317) 522 – 2762  
Chris.haerich@paceassociation.org

**FOR IMMEDIATE RELEASE**

## **PACE Announces New National Board Members**

**November 7, 2017 (Indianapolis, IN)** – The Professional Association for Customer Engagement (PACE), formerly the ATA, held its annual election of the National Board of Directors last week and is pleased to announce the results.

As per PACE by-laws, the annual election of the National Board of Directors required that ballots were sent to all voting members of the association via electronic or regular mail. The voting process was completed Friday, November 3. The following are the results and will be effective January 1, 2018:

**Christa Heibel, CEO, CH Consulting Group – new Director**

**Mandy Horton, General Counsel, Careington International Corporation – new Director**

**Andy Balthaser, Vice President of Compliance, Alorica – new Director**

**Karl Koster, Chief Intellectual Property and Legal Counsel, Noble Systems – re-elected Director**

**John Nelson, SVP, Market Information Manager, Bank of America – re-elected Director**

The members of PACE's Board of Directors are dedicated to the success of the association members and to maintaining and growing the organization's standing as the leader of innovation, education and engagement in the contact center industry.

### **About PACE**

Founded in 1988, PACE is the only non-profit trade association dedicated exclusively to the advancement of companies that engage with customers via the contact center. The Association promotes its members' ability to provide outstanding customer service and sales solutions delivered via omni-channel communication including voice, email, chat, text and social media. In addition, PACE provides up-to-date and ongoing compliance education and accreditation for its members.

From its National Convention and Washington Summit to its Regional Chapter events, PACE provides the tools and opportunities that allow businesses to become involved and stay engaged through effective and efficient networking opportunities. [www.PaceAssociation.org](http://www.PaceAssociation.org)

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