



NEWS RELEASE

CarMax Plans for Company Expansion, Growth and Innovation in Dallas, Texas

8/31/2021

FORTUNE 500 Leader Hiring More Than 300 Positions Across Technology, Product and Customer Service

RICHMOND, VA – (August 31, 2021) – CarMax, Inc. (NYSE: KMX), the nation's largest retailer of used vehicles, is bolstering its Dallas footprint with aggressive expansion plans to support company growth, digital innovation and enhance its customer experience. One of FORTUNE Magazine's 100 Best Companies to Work For®, CarMax is hiring more than 300 positions as part of its Dallas growth efforts across a new technology innovation center, new auction facility and new remote customer experience center.

New Technology Innovation Center

In mid-September, CarMax plans to open a new technology innovation center located at Granite Park in Plano, Texas. CarMax plans to hire more than 200 hybrid or fully remote positions who will be based out of the new Dallas technology center in addition to Richmond, VA, where the company is headquartered. Positions include software engineers, architects, technology managers and technology analysts. With digital innovation at the core of CarMax's customer experience, these teams will advance technology solutions through machine learning, data science and software development to make the car buying process easier. Candidates can learn more and apply for the new technology center by visiting the [CarMax Technology website](#).

"Dallas has built itself up to become a ripe tech and digital environment, and we're excited to tap into the regional talent and beyond who can help us continue innovating at an accelerated pace," said Shamim Mohammad, CarMax's executive vice president and chief information and technology officer. "We offer a car buying and selling experience where the customer is at the center of every step and are looking for innovators who can help redefine what the future of car buying looks like. We look forward to becoming part of the Dallas tech community."



New Dallas Auction Facility

Additionally, CarMax is opening a new 11-acre auction facility located at 1000 Fulghum Road, Hutchins, Texas. The new facility is an important expansion of the company's wholesale business and will provide auction customers the ability to source their vehicles at one location in the DFW Metroplex. CarMax is centralizing area store auctions and relocating the services to this new facility, which will provide storage for up to 3,000 vehicles. CarMax anticipates opening the virtual auction hub by October. As part of these expansion efforts, CarMax is hiring 25 associates across a variety of roles, including business office associates, auction services associates and managers. Interested candidates can apply on the [auctions careers page](#).

Remote Customer Experience Center

To support customers who want to do more of the car buying process from home, CarMax is also expanding its customer experience center (CEC) associate base, hiring more than 75 remote positions in the Dallas market. CEC associates support customers over the phone or online with shopping and financing until the customer is ready to pick up their vehicle at an area store or receive the vehicle through home delivery. These associates also connect with customers over the phone or online to answer questions, conduct follow-ups and confirm appointments. Candidates can learn more and apply now for the remote contact center positions at the CarMax [call centers website](#).

Why work at CarMax?

CarMax has been named one of FORTUNE magazine's 100 Best Companies to Work For® 17 consecutive years, offering competitive benefits including paid time off, medical and retirement plans, wellness programs, and vehicle purchase discounts.

- Endless career paths driven by our variety of roles, unmatched training and support for associate career growth.
- A commitment to taking care of our associates through competitive pay and a comprehensive benefits package, including full and part-time benefits and a retirement savings plan.
- A growing business fueled by operating with integrity and transparency; and a focus on giving our customers an experience they've never had before.
- An ability to make an impact in the communities where our associates live and work through company sponsored events and volunteer team builders.
- An award-winning workplace including FORTUNE magazine's Best Workplaces in Retail and Best Workplaces for Diversity; Training Magazine's "Training Top 125" companies in America; and recognition by G.I. Jobs as a Military Friendly Employer and PEOPLE on its Companies that Care® list.

In addition to its more than 220 stores, CarMax's corporate footprint spans across the United States, including its

corporate headquarters in Richmond, VA, CarMax Auto Finance in Atlanta, GA, and CEC locations in Atlanta, GA; Phoenix, AZ; Richmond, VA; Raleigh, NC; and Kansas City, MO.

About CarMax

CarMax, the nation's largest retailer of used autos, revolutionized the automotive retail industry by driving integrity, honesty and transparency in every interaction. The company offers a truly personalized experience with the option for customers to do as much, or as little, online and in-store as they want. CarMax also provides a variety of vehicle delivery methods, including **home delivery**, contactless **curbside pickup** and appointments in its stores. During the fiscal year ending February 28, 2021, CarMax sold more than 750,000 used vehicles and more than 425,000 wholesale vehicles at its in-store and virtual auctions. In addition, CarMax Auto Finance originated more than \$6 billion in receivables during fiscal year 2021, adding to its near \$14 billion portfolio. CarMax has more than 220 stores, 27,000 associates, and is proud to have been recognized for 17 consecutive years as one of the Fortune 100 Best Companies to Work For®. For more information, visit www.carmax.com.