RESEARCH & MARKETING STRATEGIES, INC.
15 East Genesee Street, Suite 210
Baldwinsville, NY 13027
P 866.567.5422 / P 315.635.9802 / F 315.720.1159
info@rmsresults.com | rmsresults.com

POSITION DESCRIPTION

TITLE:	*Healthcare Administrative Associate*
COMPANY:	*Research & Marketing Strategies, Inc. (RMS)*
DIVISION:	*Healthcare Division (RMS Healthcare)*
REPORTS TO:	*Supervisor, Survey Operations*
ORIGINATION DATE:	*November 2026*
LOCATION:	*Baldwinsville, New York*
SALARY:	*$21/hour*

SUMMARY OF PRIMARY RESPONSIBILITIES

We are looking for a highly organized and initiative-taking team member to support our day-to-day healthcare operations. The individual in this position is responsible for providing general administrative and clerical support. The position requires that the individual be fully competent with general administrative processes and knowledge working with the suite of software programs included with Microsoft Office 365, specifically Microsoft® Excel and Microsoft® Word. The specific work will involve preparation of mailings, managing data entry, utilizing various pieces of office equipment, as well as conducting and documenting the outcomes from various quality audits. This position requires strong collaboration with other members of the organization to address existing client needs, as well as new client demands. This position also serves in a collaborative manner as back-up to other departments as project demands dictate additional resources. The person in this position must be an enthusiastic team member committed to success, while demonstrating excellent communication skills, attention to detail, and the ability to multitask in a fast-paced environment.

KEY DUTIES AND RESPONSIBILITIES

1. *Prepare and processes mailings, including mail merge, printing, collating, folding, stamping (using internal electronic stamp machine), delivering prepared mail to post office. Monitors postage machine balance and business reply mail balance, requesting funding when needed.*

2. *Responsible for all incoming mail functions including opening mail, date stamping; researching undeliverable mail; and updating name and address databases as necessary with correct information, etc.*

3. *Proactively monitors and rigorously adheres to all project planning calendars based upon established protocols and procedures, paying particular attention to deliverables and specified timeframe deadlines.*

4. *Efficiently and accurately completes data entry using RMS's survey software program, Voxco.*

5. *Responsible for conducting various quality audits and documenting results. This includes audits conducted internally at RMS and those with the mail house subcontractor (offsite).*

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6. *Assists with various assigned administrative functions, database entry tasks associated with project work. Updates and maintains various department logs.*

7. *Provide general administrative and clerical support including sending and answering emails in a polite, professional, thorough, and timely manner.*

8. *Responsible for working with the Director of Survey Operations and Patient Survey Operations Quality Coordinator in scheduling client kickoff calls and managing all key deliverables for such meetings.*

9. *Participates in all internal meetings, required annual training, and CMS site visits for all CAHPS product lines of business.*

10. *Maintains strict adherence to Corporate Code of Conduct, Confidentiality and HIPAA compliance policies and supports the mission and values of Research & Marketing Strategies, Inc. (RMS)*

11. *Supports team members with project-based work and other duties as assigned.*

MINIMUM POSITION REQUIREMENTS

- *Associate degree preferred, or equivalent work experience.*
- *A minimum of two years proven experience in an administrative capacity, health care knowledge preferred.*
- *High level of attention to detail required.*
- *Requires excellent troubleshooting and decision-making skills, self-motivation and the use of sound judgment and discretion, particularly with confidential data.*
- *Strong and effective oral and written communication skills.*
- *Strong working knowledge of Microsoft® Office (Word, Excel, Power Point). Fundamental knowledge Access.*
- *Ability to work independently and follow through on own initiative is essential.*
- *Ability to manage multiple priorities, with frequent time constraints required.*
- *Demonstrated ability to meet and exceed all established deadlines.*
- *Excellent interpersonal skills and ability to work with diverse groups of people.*
- *Independent travel to and from sub-contractor site for various CAHPS mailing audits as required.*

PHYSICAL REQUIREMENTS

Physical	*5% **
Ambulatory	*5%*
Sedentary	*95%*
Computer Work	*75%*

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Travel *minimal currently*

**This position requires the ability to lift and mail crates (containing mail) up to 30 pounds*

This position requires access to patient Protected Health Information (PHI) and will also involve access to electronic Protected Health Information (ePHI). Those in this position are required to comply with all final regulations including the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Intentional or inadvertent disclosure of PHI o ePHI violates federal law and can result in termination and/or fines. Additionally, employees in this position are required to notify the Privacy and/or Security Officer of any suspected incidents whereby RMS is not in full compliance with HIPAA. RMS will provide HIPAA training opportunities and venues for the employee to remain abreast of HIPAA requirements.

To apply, please submit a resume, salary history and cover letter to the following:
Doug Sweet
Research & Marketing Strategies, Inc.
15 East Genesee Street, Suite 210
Baldwinsville, New York 13027
Or via e-mail to: **Info@rmsresults.com**