



## POSITION DESCRIPTION

<b>TITLE:</b>	QualiSight Telesurvey Associate (TSA)
<b>STATUS:</b>	Part Time (Minimum of 15-20 hours. Additional hours up to 40 per week are available during our peak seasons)
<b>COMPANY:</b>	Research & Marketing Strategies, Inc. (RMS)
<b>POSTING DATE:</b>	November 2018
<b>REPORTS TO:</b>	QualiSight Manager

## SUMMARY OF PRIMARY RESPONSIBILITIES

The primary function of the QualiSight Telesurvey Associate (TSA) is to conduct outbound telephone survey calls for our CAHPS® Patient Satisfaction projects. All Telesurvey Associates will have opportunities to work a variety of other project types such as business or consumer survey research, mystery shopping, focus group recruitment, and other survey projects. In addition to outbound telephone surveys, the TSA may also be assigned to various administrative duties such as data entry, internet research, and mail processing.

Work is available in the evenings and on weekends. TSA's must have a flexible schedule to accommodate mandatory training meetings on-site a couple times per year as well as occasional late-night work until midnight (late night differential pay is offered).

## SUMMARY OF SKILLS

- Effective oral and written communication skills.
- Excellent telephone skills
- Must be comfortable using a computer and navigating the internet
- Basic Microsoft Excel skills are required
- Ability to listen and type responses at the same time
- Ability to work in a fast-paced environment with tight deadlines

**NOTE:** Bilingual work is also available at a higher rate. Must be fluent in English and Spanish.

To apply, please submit a resume to the following:

Jennifer Rafferty  
[JenniferR@RMSresults.com](mailto:JenniferR@RMSresults.com)  
15 East Genesee Street, Suite 210  
Baldwinsville, NY 13027