



## POSITION DESCRIPTION

**TITLE:** Bilingual Call Center Associate (Spanish/English)  
**STATUS:** Part Time (Minimum of 15-20 hours per week)  
**COMPANY:** Research & Marketing Strategies, Inc. (RMS)  
**LOCATION:** Baldwinsville, NY  
**POSTING DATE:** August 24, 2020  
**REPORTS TO:** QualiSight Supervisor

For immediate hire.

RMS is a market research firm located in the village of Baldwinsville. We are looking for some great people to work in the call center on a part-time basis. The primary responsibility of this position is to conduct outbound telephone survey calls for various client projects, including our CAHPS® Patient Satisfaction Survey work. All associates will have opportunities to work a variety of project types such as business or consumer survey research, mystery shopping, focus group recruitment, intercept survey work, and other survey projects. In addition to outbound telephone surveys, associates may also be assigned to various administrative duties such as data entry, internet research, and mail processing.

Work is available days, evenings, and on weekends. Call center associates must have a flexible schedule to accommodate mandatory training meetings a few times per year. Additionally, occasional late-night work until midnight (late night differential pay is offered).

RMS is a fun place to work and the project work changes frequently, which keeps things interesting! If you are motivated, friendly, have a competitive spirit, and like to talk to all different types of people—this may be the perfect part-time job for you. Here is a summary of skills we are looking for:

- 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
- Ability to quickly build rapport with people on the phone

**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