



Research & Marketing Strategies
15 E. Genesee St., Suite 210
Baldwinsville, New York 13027
P 315.635.9802
F 315.720.1159
RMSresults.com

TITLE: Bilingual Telephone Survey Associate – Call Center
REPORTS TO: QualiSight Department Supervisor
STATUS: Part-Time (Minimum of 25 hours per week)
COMPANY: Research & Marketing Strategies, Inc. (RMS)
LOCATION: Baldwinsville, NY

Job Summary:

RMS is hiring part-time, Bilingual Telephone Survey Associates (who speak fluent English and Spanish) to join our team of go-getters in the Call Center. You will be guided on conducting outbound telephone calls for a variety of market research project types, including surveys, recruiting, and CAHPS® Patient Satisfaction surveys. You'll work with industries ranging from healthcare, education, manufacturing, the food industry, and more. If you are friendly, motivated, and wish to grow your communication skills as a market research interviewer—you'll be a perfect fit!

The Bilingual Telephone Survey Associate part-time position allows for flexible scheduling, with evening and weekend availability. Work from home opportunities are available for candidates with call center experience.

Job Responsibilities:

- Communicate effectively with teammates over the phone and email
- Make outbound telephone calls on behalf of RMS clients in English and Spanish
- Utilize Microsoft Excel for tracking and note-taking
- Build and maintain rapport with people over the phone
- Follow survey scripts as written

Preferred Skills:

- Effective oral and written communication
- Comfortable using a telephone, computer, and navigating the internet
- Basic knowledge of Microsoft Excel
- Ability to listen and type responses at the same time
- Ability to quickly build rapport with people on the phone



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Working in a COVID-19 world, our team is keeping up to date on all safety protocols to maintain a healthy work environment. This includes employees signing in/out at the front desk, masks are required to be worn at all times while moving about the office, hand sanitizer stations and wipes are placed around the office, physical distancing is encouraged, and we have signs posted within the office for these protocol reminders.

RMS is a place where everyone can actively grow and learn from one another on a daily basis. Whatever background you bring to the table, if this is a role that would make you excited to come into work every day—let's talk!

Research & Marketing Strategies, Inc. (RMS) is an Equal Opportunity Employer.

To apply, please submit a resume to the following:

Jennifer Rafferty

JenniferR@RMSresults.com

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