



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

TITLE: 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, Telephone Survey Associates to join our collaborative team of go-getters. . If you are fluent in both Spanish and English and can also read and write in both languages, we would like to meet with you about this opportunity!

RMS is passionate about survey research and we are seeking team members to gather feedback from individuals across the country through outbound telephone survey calls for a wide variety of industries, such as healthcare, education, manufacturing, the food industry, and more. If you are friendly, motivated, and wish to grow your communication skills, this is the part-time position for you.

The Telephone Survey Associate position allows for flexible scheduling, with availability for shifts during days, evenings, or on weekends. We work around your schedule to help provide a stable work-life balance. Calls are conducted onsite. After your 90-day introductory period, you will also accrue vacation time to use.

What You'll Need to Succeed:

- Effective oral and written communication skills in both English and Spanish
- The ability to read, write and speak clear, fluent English and Spanish
- Basic Microsoft Excel skills
- Listen and type responses at the same time
- Quickly build rapport with people on the phone
- Ability to read from a script verbatim
- The ability to read, write and speak clear, fluent English (and Spanish if bilingual)

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:

RMS Human Resources
Info@RMSresults.com
15 East Genesee Street, Suite 210
Baldwinsville, NY 13027