



## POSITION DESCRIPTION

<b>TITLE:</b>	Bilingual Telephone Survey Associate (TSA)
<b>DEPARTMENT:</b>	QualiSight Call Center
<b>COMPANY:</b>	Research & Marketing Strategies, Inc. (RMS)
<b>LOCATION:</b>	Baldwinsville, NY 13027
<b>STATUS:</b>	Part-Time
<b>DATE:</b>	April 20, 2023
<b>REPORTS TO:</b>	QualiSight Call Center Supervisor

Join our growing team!

RMS is hiring a part-time Bilingual Telephone Survey Associates (TSA) to join our collaborative team of go-getters in the RMS QualiSight Call Center. RMS is passionate about survey research and is currently seeking talented Bilingual (Spanish/English) individuals to obtain feedback from people across the country.

The right candidate will be trained to conduct outbound telephone survey calls for a wide variety of industries including healthcare, education, manufacturing, the food industry, and more. You will have the opportunity to work on various types of projects as well, so there's always something new to learn! If you are friendly and motivated, this is the part-time opportunity for you.

The TSA position allows for a flexible schedule, with availability for shifts during mornings, afternoons, evenings, and Saturdays. 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.

## SPECIFIC DUTIES AND RESPONSIBILITIES

1. TSA will be assigned to various projects based on business needs and skill level of associate.
2. TSA is responsible for meeting or exceeding quality and productivity scores to maintain certification for each project type.
3. TSA is responsible for maintaining accurate records of work performed on all projects throughout the work shift.
4. TSA is required to accurately document call resolutions using approved codes and maintain clear and concise notes on call records where appropriate.

## MINIMUM POSITION REQUIREMENTS

- Effective oral and written communication skills, both in English and Spanish
- Must be able to read, write, and understand the Spanish language.
- Call center experience (preferred, but not required).
- Working knowledge of Microsoft Office (Excel and Outlook) and Windows 10.
- Be adept at working with multiple software applications synchronously.
- Strong keyboarding skills, coupled with the ability to talk and type simultaneously.
- Strong listening and interactional skills, and the ability to work with and communicate with diverse groups of individuals.

\*\*This position may require access to patient Protected Health Information (PHI) and may 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 or ePHI violates federal law and can result in termination and/or fines. Additionally, employees in this position are required to notify the Privacy Officer of any suspected incidents whereby RMS is not in full compliance with HIPAA. RMS will provide HIPAA training opportunities for the employee to remain current of HIPAA requirements.

To apply, please submit a resume, salary history and cover letter to the following:

Karina Tennant

Research & Marketing Strategies, Inc.

15 East Genesee Street, Suite 210

Baldwinsville, New York 13027

[Info@RMSresults.com](mailto:Info@RMSresults.com)