



POSITION DESCRIPTION

TITLE:	Call Center Trainer and Quality Administrator (QA)
DEPARTMENT:	QualiSight Call Center
COMPANY:	Research & Marketing Strategies, Inc. (RMS)
LOCATION:	Baldwinsville, NY 13027
STATUS:	Full-Time
DATE:	April 20, 2023
REPORTS TO:	QualiSight Call Center Supervisor

RMS is hiring a full-time Call Center Trainer and Quality Administrator (QA) to join our collaborative team of go-getters in the RMS QualiSight Call Center. RMS is passionate about survey research and is currently seeking a highly motivated and talented individual to train, coach, and mentor our fantastic group of telephone interviewers!

The right candidate will be experienced and well-versed in call center training techniques and will join our team eager to dive in and learn all about conducting market research! The Trainer and QA will train staff and conduct ongoing training through call audits and live listening to provide regular and timely feedback to the call center team for a wide variety of industry projects 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 and love to train people, this is the full-time opportunity for you!

The Training and QA position allows for a flexible schedule, with availability for shifts during mornings, afternoons, evenings, and Saturdays to ensure touchpoints will all the call center staff. We work with your schedule to help provide a stable work-life balance. After your 60-day introductory period, you will also be eligible for full company benefits including health, dental, vision, life, vacation and retirement.

SPECIFIC DUTIES AND RESPONSIBILITIES

1. Reporting directly to the QualiSight Call Center Supervisor, the Trainer and QA will complete call audits on every staff member for all projects including all CAHPS® product lines, adhering to project guidelines and ensuring that minimum audit requirements are met.
2. Conduct new hire training with new TSAs utilizing established new hire training materials. The Trainer and QA will also maintain the TSA Cross Training Log for the department.
3. Review annual CAHPS® training updates to stay current with any new guidelines and project requirements. The Trainer and QA will identify and incorporate any new updates into the department's annual training sessions for the TSAs.

4. Attend regular department team meetings to discuss new and existing project work, quality goals, and training needs. The Trainer and QA will identify the required quality output parameters for all projects to better provide “Best in Class” results through the call auditing and data check process.
5. Through conducting call audits and quality checks, the Trainer and QA will identify and report specific problems to the Call Center Supervisor offering possible solutions through programming, scripting, or training. The QA will address any immediate concerns to the TSAs and work to incorporate findings into team calibration sessions to share best practices with other team members.
6. The Trainer and QA will work with the supervisor to coordinate regular and impromptu team calibration sessions designed to share best practices with the team. A regular schedule of team calibration and training sessions should be maintained with a variety of rotating topics to keep staff performance to a high standard. The Trainer and QA will maintain a log of all group training activities and attendees and will log all coaching activities.
7. Populate monthly audit reports for every project and product type to include detailed call evaluation data for every TSA.
8. Performs TSA operations to test, and provide feedback about script flow, as well as to augment existing staff as deemed necessary by the department head.

MINIMUM POSITION REQUIREMENTS

- Demonstrated call center experience with a focus on quality improvement and training.
- Effective oral and written communication skills, and strong attention to detail.
- Working knowledge of Microsoft Office (Word, Excel, Outlook, and Access) and CATI style survey software desired.
- Ability to work independently and follow through on own initiative is essential.
- Ability to manage multiple priorities, with frequent tight time constraints required.
- Excellent interpersonal and customer service focused skills and ability to work with diverse groups of people required.

**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

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