



POSITION DESCRIPTION

TITLE:	Bilingual Call Center Associate (Spanish/English)
DEPARTMENT:	QualiSight Call Center
COMPANY:	Research & Marketing Strategies, Inc. (RMS)
LOCATION:	Baldwinsville, NY
STATUS:	Full Time
SALARY RANGE:	\$18-20 per hour DOE
DATE:	October 2023
REPORTS TO:	Call Center Supervisor

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 to conduct market research surveys! The primary responsibility of this position is to conduct outbound telephone survey calls in Spanish and English for various client projects including our CAHPS® Patient Satisfaction Survey work.

In addition to outbound telephone surveys, bilingual associates may also have the opportunity to work on various other projects such as intercept surveys and focus group recruitment.

RMS offers a flexible work environment including days, evening, and weekends. There is plenty of opportunity to grow in this position for the right person! 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.

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 job for you! Here is a summary of skills we are looking for:

- Able to read, write and speak fluent Spanish and English
- Effective oral and written communication skills.
- Excellent telephone skills
- Good organizational skills
- Must be comfortable using a computer and navigating the internet
- Basic knowledge and familiarity with Microsoft Office applications (Outlook, Word, Excel)

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

Karina Tennant
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