



Research & Marketing Strategies
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RMSresults.com

TITLE: Interviewer Research Coordinator

REPORTS TO: Director of Research Analytics

STATUS: Full-Time

COMPANY: Research & Marketing Strategies (RMS); RMS Analytics Division

LOCATION: 15 East Genesee St., Baldwinsville, NY 13027

SALARY RANGE: \$40,000 - \$45,000

DATE: March 6, 2024

JOIN THE TEAM!

RMS is looking for an **Interviewer Research Coordinator** to join our team. If you desire to work for a company that is collaborative, purpose driven, and takes pride in creating and maintaining an excellent work culture, we'd love to speak with you. We focus on delivering the highest quality research and data results to our clients, while also investing in our company's culture to provide an authentic, healthy, and enriching work environment. RMS serves a wide variety of clients that rely on our expertise in market research methods to deliver quality results. Several of our clients are in the healthcare, energy, banking/finance, and education industries. However, we've worked with transportation, amusement parks, professional sports teams, food brokerage firms and non-profits. RMS offers a full benefits package and a flexible/hybrid work schedule.

Some of the types of intercept projects you'll be assigned to are related to public transportation, airport intercept work, and new product testing. This means you'll be charged with collecting primary research data in the field, approaching individuals in public settings, and asking them to participate in research. Other projects may include recruitment efforts for the industries we serve, identifying participants for focus groups or interviews and doing product testing debriefs. You'll work across several teams at RMS and have the opportunity to learn about various aspects of market research methods. You must be willing to "roll up your sleeves" and collaborate across teams to problem solve, learn, and adapt to assure RMS delivers quality data to our clients.

You'll be the "public face" of RMS while collecting data as the Intercept Research Coordinator and play an essential part of maintaining our reputation of superior data collection and research. To excel in this position, you must have a positive and optimistic attitude, and know how to "go with the flow," to meet project goals. You must also be extremely comfortable approaching

individuals in a public setting. You should also have experience working with Microsoft Office Suite, particularly Excel. Experience working with survey software is a plus, but not required.

DUTIES AND RESPONSIBILITIES

The primary job responsibilities include:

- Coordinate and monitor fieldwork for assigned intercept projects at RMS. This will require your on-site presence to collect data and coordinate fieldwork activities by staff and subcontractors at various locations. You will work closely with the Research Intercept Supervisor to manage, coordinate, and collect data in the field.
- Manage fieldwork of a multi-site intercept project across numerous cities in the Eastern United States, which includes developing and supporting staffing plans, training the fieldwork team, coordinating fieldwork staff (both RMS and temporary hires), and collaborate with RMS Analytics Division to support reporting.
- Adherence to all RMS data quality standards, confidentiality, and operations protocol.
- Attend regular department team meetings to discuss new and existing project work, achieve quality and production goals within the designated timeframe, and assist with curriculum development and field staff training.
- Participate in client kick-off meetings, project workplan design and assurance that fieldwork goals are clearly defined and attainable based on project criteria.

MINIMUM POSITION REQUIREMENTS

- Demonstrated experience conducting intercept work, managing complex projects, coordinating multi-site market research projects.
- Maintains a professional and collaborative and cooperative team approach throughout all aspects of work, focusing on the combined contributions.
- Proficient oral and written communication skills are expected. Strong attention to detail is required.
- Working knowledge of Microsoft Office (specifically Excel) software.
- Ability to work independently and follow through on own initiative is essential. Time management and organizational skills are essential to the position.
- Ability to manage multiple complex projects and prioritize tasks to meet deadlines.
- Ability to work with other members of the RMS team to ensure efficient project management for broad spectrum projects.

- Excellent interpersonal and customer service skills and ability to work with diverse groups of people required.

PHYSICAL REQUIREMENTS

Ambulatory	75%
Sedentary	25%
Computer/Tablet Work	75%
Travel	75%

*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 and/or Security Officer of any suspected incidents whereby RMS is not in full compliance with HIPAA. RMS will provide HIPAA training opportunities and venues for the employee to remain abreast of HIPAA requirements.

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

Doug Sweet, RMS Office Coordinator
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 15 East Genesee Street, Suite 210
 Baldwinsville, New York 13027
 Or via e-mail to: Info@RMSresults.com