



POSITION DESCRIPTION

TITLE:	Bilingual Call Center Associate (Spanish/English)
DEPARTMENT:	QualiSight Call Center
COMPANY:	Research & Marketing Strategies, Inc. (RMS)
LOCATION:	Baldwinsville, NY
STATUS:	Full and Part-Time
SALARY RANGE:	\$20 per hour
DATE:	December 2024
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 fun projects such as intercept surveys and focus group recruitment.

RMS offers a flexible work environment including days, evening, and weekends. We are seeking motivated candidates to fill several part-time positions. Full time is an option for the right person with a flexible schedule. There is plenty of opportunity to grow! We work with your schedule to help provide a stable work-life balance. After a 60-day introductory period, part time employees earn vacation time and full-time employees will be eligible for full company benefits including health, dental, vision, life, paid vacation, and retirement savings.

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 the 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)

This position is an on-site position, but remote opportunities may be available for the right person after your introductory period. To apply, please submit a resume, salary history and cover letter to the following:

Doug Sweet
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