



## POSITION DESCRIPTION

<b>TITLE:</b>	Call Center Associate
<b>DEPARTMENT:</b>	QualiSight Call Center
<b>COMPANY:</b>	Research & Marketing Strategies, Inc. (RMS)
<b>LOCATION:</b>	Baldwinsville, NY
<b>STATUS:</b>	Full and Part-Time
<b>SALARY RANGE:</b>	\$17 per hour
<b>DATE:</b>	December 2024
<b>REPORTS TO:</b>	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, 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. There is plenty of opportunity to grow for the right person! We work with your schedule to help provide a stable work-life balance. After a 60-day introductory period, part time employees earn paid vacation time.

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

Doug Sweet  
Research & Marketing Strategies, Inc.  
15 East Genesee Street, Suite 210  
Baldwinsville, New York 13027  
[Info@RMSresults.com](mailto:Info@RMSresults.com)