



POSITION DESCRIPTION

TITLE:	Call Center Team Supervisor and Trainer
DEPARTMENT:	QualiSight Call Center
COMPANY:	Research & Marketing Strategies, Inc. (RMS)
LOCATION:	Baldwinsville, NY 13027
STATUS:	Full Time (Primarily on-site, but eligible for a hybrid work status)
DATE:	April 2026
SALARY:	\$24 to \$25 per hour
REPORTS TO:	QualiSight Director

RMS is a market research firm in Baldwinsville that is passionate about providing quality data through outbound consumer and B2B survey and interview research on behalf of our clients. Our on-site data collection call center and focus group facility is seeking a Team Supervisor and Trainer to provide general supervision of the call center agents with a focus on quality output and continued monitoring of staff performance metrics. The Call Center Team Supervisor is responsible for coordinating and conducting new hire training as well as providing ongoing individual and team training, coaching, and support to the call center associates. This supervisor will hold a key role in the administration of the CMS mandated CAHPS® Patient Satisfaction Survey work. The supervisor will maintain flexible hours to accommodate evening and/or weekend work as necessary to support the team.

This position is primarily on-site, but is flexible offering a hybrid work status upon successful completion the introductory period and dependent on the workload requirements.

SUMMARY OF PRIMARY RESPONSIBILITIES

1. Build a team of highly qualified call center agents for the department providing departmental orientation and training to all new agents.
2. Complete call audits and call attempt monitoring on every staff member for all projects including all CAHPS® product lines, adhering to project guidelines and ensuring that minimum audit requirements are met.
3. Review annual CAHPS® training updates to stay current with any new guidelines and project requirements to identify and incorporate any new updates into the department's annual training sessions for the call center agents.
4. Conduct regular and impromptu team calibration sessions designed to share best practices with the team. Maintain a variety of rotating topics to keep staff performance to a high standard.
5. Through conducting call audits and other quality checks, the supervisor will identify areas of opportunity offering possible solutions through programming, scripting, or training.



6. Regularly review agent KPI's to ensure all team members are working efficiently and utilizing appropriate tools to overcome objections and gain cooperation from respondents.
7. Regularly conducts quality checks on programmed survey scripts as well as reviewing open-ended survey responses correcting spelling and grammar mistakes providing regular feedback to the agents.
8. Attend regular department leadership meetings to discuss new and existing projects including a review of quality and productivity goals and additional training needs to ensure "Best in Class" results from all members of the team.
9. Periodically perform agent operations to test, and provide feedback about script flow, as well as to augment existing staff as necessary to meet production goals for a project.
10. Performs other duties as requested.

We are looking for someone who is...

- Looking for a fun and unique opportunity to grow with a company in a rewarding career.
- A self-starter that is excited to try new things and elevate the quality and performance of the call center team.
- Detail-oriented with the ability to prioritize tasks and meet established goals.
- A problem solver who knows how to navigate obstacles and find new paths to success.
- Enthusiastic about working in a team environment but can also be relied upon to work independently to accomplish tasks.
- Focused, flexible and willing to jump in and help with tasks outside the outlined scope of work?

If these things describe how you work, you might be the perfect fit for this opportunity!

The ideal candidate will bring the following knowledge and experience to be successful in this position:

- Demonstrated call center experience with a focus on quality improvement and training.
- Experience with CATI style survey software desired but not required. Similar experience would be with call scripting software for call centers.
- Effective oral and written communication skills, and strong attention to detail with a keen eye for spelling and grammar.
- Working knowledge of Microsoft Office (Word, Excel, and Outlook. Experience with Access is a bonus).
- Ability to work independently and follow through on own initiative is essential.



- Ability to manage multiple priorities, with frequent tight time constraints and the ability to handle changes in routine.
- Excellent interpersonal and customer service focused skills and ability to work with diverse groups of people.

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:

Doug Sweet
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Or via e-mail to: Info@rmsresults.com