RMS
RESEARCH & MARKETING STRATEGIES, INC.

POSITION DESCRIPTION

TITLE:	Bilingual (Spanish) Call Center Associate
DEPARTMENT:	QualiSight Call Center
COMPANY:	Research & Marketing Strategies, Inc. (RMS)
LOCATION:	Baldwinsville, NY
STATUS:	Part Time or Seasonal
SALARY RANGE:	$18-$20 per hour
DATE:	September 2026
REPORTS TO:	QualiSight Team Supervisor & Trainer

About RMS

Research & Marketing Strategies, Inc., RMS, is a market research firm located in the Village of Baldwinsville. We are seeking self-motivated, friendly individuals to join our QualiSight Call Center team in conducting telephone surveys for a variety of research projects.

If you are comfortable working with computers, enjoying talking with others, and are looking for flexible part-time employment, this may be the job for you!

Position Responsibilities

QualiSight Associates are primarily tasked with completing outbound telephone surveys for a variety of clients, including CAHPS Patient Satisfaction surveys. These are surveys required by the Centers for Medicare and Medicaid Services and are designed to monitor the quality of services and provide an analysis for consumers to aid in choosing a health care provider.

Due to the varied nature of the clients and the types of research services offered, associates could also participate in the following:

- Intercept surveys
- Focus Group recruitments
- In Depth Interview recruitments
- Image and Awareness studies

Our projects change frequently and offer a varied and engaging work environment.

Schedule & Benefits

RMS offers the following shifts with flexible scheduling opportunities offered on a part-time or seasonal basis 15-20 hours per week based on business needs:

- Afternoon Shifts
- Evening Shifts
- Weekends Shifts (Every other Saturday required)
- Seasonal positions available from November – January and May – July.
- Stable work-life balance
- Paid vacation time accrues after 90-day introductory period

Requirements

The following are required for this position:

- Able to read, write, and speak clear, fluent English and Spanish

Qualifications and Skills

The following qualifications are preferred for this position:

- Skilled in using computer systems
- Excellent communication skills, both verbal and written
- Comfortable with completing telephone calls and maintaining conversational flow
- Demonstrates strict adherence to protocols and guidelines
- Demonstrates active listening with attention to detail
- Strong organizational capabilities
- Reliable, dependable, and dedicated
- Familiarity with Microsoft Office including Outlook and Excel

Work Environment

This is an **on-site** position located in Baldwinsville, NY. Must have reliable transportation. The position is primarily sedentary with a focus on computer-based work.

How to Apply

Apply through Indeed or submit your resume via email below.

Doug Sweet

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