QUALITY ASSURANCE COORDINATOR

TITLE: QUALITY ASSURANCE COORDINATOR

DEPARTMENT: Healthcare Analytics
COMPANY: Research & Marketing Strategies, Inc. (RMS)
LOCATION: Baldwinsville, NY 13027
STATUS: Full-Time
SALARY RANGE: $45,000 - $50,000
DATE: October 22, 2026
REPORTS TO: Chief Operating Officer

ABOUT THE ROLE

Research & Marketing Strategies (RMS) is seeking a detail-oriented and quality-driven Quality Assurance Coordinator to support our Healthcare Analytics Division. This role plays a critical part in ensuring the quality, accuracy, integrity, and regulatory compliance of our CMS CAHPS survey administration programs. This role combines quality assurance, auditing, process improvement, compliance oversight, documentation management, training, and collaboration.

WHY JOIN RMS?

- Contribute to nationally recognized healthcare quality programs.
- Collaborate with experienced healthcare analytics professionals.
- Opportunities for growth within the organization.

ESSENTIAL RESPONSIBILITIES

Quality Assurance & Compliance
- Ensure compliance with CMS CAHPS protocols and Quality Assurance Guidelines.
- Maintain compliance documentation and audit readiness.

Auditing & Process Improvement
- Conduct internal audits and support quality improvement initiatives.
- Develop and evaluate annual Quality Assurance Plans.

Documentation & Process Management
- Maintain policies, procedures, and workflow documentation.

Collaboration & Communication
- Serve as liaison with CMS Coordination Teams.
- Participate in weekly operations meetings.

Training & Operational Support
• Train staff on quality and compliance requirements.

WHAT SUCCESS LOOKS LIKE

Maintaining CMS compliance, supporting successful audits, producing accurate documentation, building strong stakeholder relationships, and driving continuous improvement.

This position is eligible for a salary review at the end of six months of successful performance.

PREFERRED POSITION REQUIREMENTS

Bachelor's degree required. Five or more years of healthcare quality, compliance, auditing, or process improvement experience.

KNOWLEDGE, SKILLS & ABILITIES

Quality expertise, analytical skills, Microsoft Office proficiency, project management, communication, attention to detail, and collaboration skills.

PRIVACY, SECURITY & HIPAA COMPLIANCE

This position requires access to PHI and ePHI and compliance with HIPAA requirements.