



Job Title: Team Lead | Admin Support

Job Type: Hourly Part-Time Employee

Reports To: Call Centre Manager and Director of Video Interpreting

Location: Edmonton, AB

Job description:

SLIAO was selected in 2016 as a Video Interpreter Provider (VIP) for American Sign Language (ASL) services by the Canadian Administrator of Video Relay Service (CAV).

Video Relay Service (VRS) Interpreters provide English to American Sign Language (ASL) interpreting services for SRV Canada VRS. VRS provides telephone calling for sign language users by allowing sign language users to connect by a video link to a sign language interpreter who will provide real-time interpretation of telephone conversations. SRV Canada VRS was launched across the nation on September 28, 2016 and provides services to customers in four languages, English and American Sign Language (ASL), as well as French and Langue des signes québécoise (LSQ).

Job Requirements:

- Graduate of a recognized Interpreter Education Program
- Must be active member of AVLIC in good standing
- 5+ years of experience working as a sign language interpreter in a variety of settings
- 2+ years of working as a Video Interpreter
- Additional accreditation an asset, (i.e. C.O.I., Federal and Provincial screening)
- Possess the ability to work effectively in an environment with oversight that may include, but is not limited to: call monitoring, mentoring and evaluations
- Comfortable with computer technology and word processing software
- Skilled in working in a fast paced, dynamic, highly structured environment
- Commit to a schedule that meets the operational requirements of SLIAO

Duties and Responsibilities:

The Team Lead will perform the duties of a Video Interpreter, as well as:

- Introduce and maintain the values of CAV, SLIAO, AVLIC
- Coach the local team to meet or exceed key performance indicators set out by SLIAO and CAV
- Keep up to date with CAV policies and procedures
- Support the Call Centre Manager maintain accurate records and complete daily center administrative tasks
- Communicate regularly with the Call Centre Manager and Director of Video Interpreting



- Communicate with Manager by text at any time for support/questions AND when emergency situations occur
- Monitor internal communication systems while remaining online to interpret calls
- Support VI on calls (teaming and call centre management)
- Manage break and meal schedule
- Assist VI's with technical issues and troubleshooting
- Close and lock up the call centre
- Provide support as needed on the VRS center floor
- Facilitate communication with interpreters
- Provide routine technical support to VI's

Working conditions and benefits of this position:

- Call centre environment
- Fast paced, dynamic, highly structured environment
- Shift work; daytime, evening and weekend hours
- Customer service focused
- Collaborative and supportive
- Team-oriented
- Professional Development opportunities and workspace
- Vacation, Sick leave and Personal days

Physical requirements

- Sit or stand for extended periods of time at a desk using computer and video equipment while processing VRS calls
- Interpret in ASL and spoken English for extended periods of time