



Job Title: Video Relay Service Team Lead | Admin Support

Job Type: Part-time Salaried Employee – Afternoon/Evenings/Weekend

Reports To: Call Centre Manager and Director of Video Interpreting

Location: Edmonton, AB

Closing date: June 30th, 2018

About SLIAO and VRS/CAV:

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
- Pass SLIAO screening
- Additional accreditation an asset, (i.e. C.O.I., Federal and Provincial screenings)
- Possess the ability to work effectively in an environment with oversight that may include, but is not limited to: call monitoring, mentoring and evaluations
- Skilled in working in a fast paced, dynamic, highly structured environment
- Be reasonably available during the times that the call centre is open
- Commit to a schedule that meets the operational requirements of SLIAO

Duties and Responsibilities:

The Call Centre Team Lead and Admin Support position will perform the duties of a Team Lead and Video Interpreter as well as:

- Communicate regularly with the Call Centre Manager and Director of Video Interpreting
- Monitor Queue Metrics and Spark communication (SLIAO/Customer Service Client) 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
- Ensure completion of Incident reports and 9-1-1 Incident reports when required
- Ensure all time off Queue Metrics is documented in the Team Tracker and Technical issues tracker.
- Communicate with Manager by text at any time for support/questions AND when emergency situations occur
- Queue Metrics shut downs or other technical assistance regarding the platform requires the Lead VI to:
 - 1) communicate in Customer Service Client chat room in SPARK to ask for support
 - 2) inform the Manager and
 - 3) call IVES emergency number
- Keep up to date with CAV policies and procedures
- At centre closing time, please make sure all computers monitors are turned off
- Close and lock up/set alarm the call centre
- Support the Call Centre Manager Maintain accurate records and complete daily center administrative tasks
- 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
- Provide support as needed on the VRS center floor
- Facilitate communication with interpreters
- Provide routine technical support to VI's and Call Centre Manager

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 / 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

Send letter of interest and resume to vrs@sliao.ca