



Job Title: American Sign Language (ASL) Video Relay Service Interpreter (Video Interpreter)

Job Type: Employee or Contractor

Reports To: Call Centre Manager and Director of Video Interpreting

Location: Ottawa, ON & Edmonton, AB

About SLIAO and VRS:

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
- 3+ years of experience working as a sign language interpreter in a variety of settings, including VRS
- Pass SLIAO screening tool
- 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
- Skilled in working in a fast paced, dynamic, highly structured environment

Duties and Responsibilities:

- Demonstrate commitment to SLIAO's values: Respect, Professional and Caring
- Effectively interpret between American Sign Language (ASL) and spoken English
- Native user or fluent in American Sign Language (ASL) with strong understanding of the language and Deaf culture
- Maintain, membership, compliance with Association of Visual Language Interpreters Association (AVLIC), and any other national, provincial, or local licensure and/or certification requirements
- Superior communication, customer service and interpersonal skills
- Demonstrate full compliance with SLIAO standards and policies, the AVLIC Code of Ethics and Guidelines for Professional Conduct.
- Canadian Administrator of Video Relay Service customer service expectations
- Accurately complete assigned tasks/duties, projects and paperwork promptly



- Able to work evenings and weekends to meet the demands of the VRS industry, is required for this position.
- Able to learn and implement new and changing technologies quickly
- Work effectively in a team environment; receive support from and provide support to colleagues
- Enhance interpreting skills through continued education and training
- Demonstrate willingness and ability to complete additional duties and assignments as required

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 / personal days (employees only)

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