



ASL TRANSLATION - <https://youtu.be/hMOafXNuvt8>

Job Title: Manager of Video Relay Service (VRS)

Job Type: Full-time Employee

Reports To: Director of Video Interpreting

Location(s): Ottawa, ON (remote work a possibility)

Overview: As a proud Video Interpreter Provider to Canada VRS, we are eager to expand our growing VRS team. The Manager of VRS is an integral position for the seamless operations of Video Relay Service. The Manager works collaboratively with the Operations team, including VRS scheduling and Call Centre Managers to maintain a superior VRS experience for Deaf Canadians.

General:

- Demonstrate commitment to SLIAO's values: Respect, Caring, Professionalism and Reciprocity
- Demonstrate full compliance with SLIAO and Canadian Administrator of VRS (CAV) standards, policies and customer service expectations
- Complete assigned tasks/duties, projects and paperwork promptly and accurately
- Maintain a flexible work schedule, to meet the demands of the clients and fulfill operational needs, including working evenings and weekends periodically
- Demonstrate willingness and ability to complete additional duties and assignments

Workforce Management:

- Manage and be the direct line of report for Call Centre Managers
- Train and manage Team Leads
- Build and lead a company culture that embraces change, promotes teamwork, open communication, and pride
- Support the implementation and maintenance of a quality control framework
- Manage the VRS Scheduling team

Operations:

- Monitor equipment and software needs for centre operations
- Act as a Team Lead
- Monitor and comply with operational policies and procedures
- Provide support for VI meetings (collaborate on developing agendas, speaking points, notes)
- Facilitate meetings and communications with TLs and CCMs
- Assist in setup of new call centres and ongoing operations of current call centres
- Maintain SLIAO's involvement in CAV special projects and initiatives

- Manage & monitor daily, on-call and emergency VRS scheduling
- Engage with Video Interpreters to collaborate on scheduling needs

Talent Development:

- Mentor Team Leads and Call Centre Managers
- Support the development of a culture of continual learning in collaboration with Professional Practice
- Collaborate with Professional Practice for the development of resources for video interpreting
- In collaboration with Professional Practice, HR and PR develop and maintain mentorship / training opportunities for Video Interpreters and Interpreter Education Programs students

Innovation:

- Maintain knowledge of new tools, techniques, methodology required to be more efficient
- Attend training, conferences, seminars to enhance understanding and ability to adapt to service needs
- Support the adoption of technology to help manage and streamline operations

Do you have the following qualifications?

- 3+ years' experience in a management role
- Be a logical, strategic, and collaborative problem solver
- Be organized and have a high attention to detail
- Have superior communication skills, fluent in ASL and English
- Be willing and able to travel to different Call Centres, retreats, and training
- Have a general working knowledge of technology and be willing to acquire additional technical skills
- Understand the Canadian interpreting context and experience working with Interpreters
- Be a strong presence and open to developing strong relationships to engage with colleagues

Have a question?

Get in touch with SLIAO HR at hr@sliao.ca

Ready to apply?

Applications, including cover letter (in ASL or English) and resume, will be accepted until May 13, 2022 at 5pm ET. Please forward to hr@sliao.ca

SLIAO recognizes that many of the greatest ideas and discoveries come from a diverse mix of minds, backgrounds and experiences. We are committed to cultivating an equitable and inclusive work environment that acknowledges diversity in the Deaf population that we serve, in our interpreting community and workforce. We welcome applications from all qualified candidates.

If you require any accommodation during the application process, please let us know. Additional information about SLIAO can be found at sliao.ca