



[ASL LINK](#)

Job Title: Video Relay Service (VRS) Call Centre Manager

Job Type: Full-time Salaried Employee – 40 hours/week

Reports To: Manager of VRS

Location: Edmonton, AB (in Call Centre, not a remote position)

Job Overview: Video Relay Service (VRS) Call Centre Managers provide interpreting and management in the call centre environment. 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. This position duties also include the ability to develop reports and work closely with the operational team in Ottawa.

Job Requirements:

- Must be an Active member of the Canadian Association of Sign Language Interpreters (CASLI)
- Graduate of a recognized Interpreter Education Program (IEP) – preferred
- 7+ years of experience working as a Deaf Interpreter in a variety of settings - preferred
- Additional accreditations or screenings is an asset (i.e. federal and provincial screenings)
- Possess the ability to work effectively in an environment with limited 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
- Experienced in management practices, communication techniques and best practices for businesses
- Flexible availability to accommodate call centre operating hours
- Comfortable with computer technology and word processing software
- Must exhibit reliability, punctuality, and professionalism

Assets:

- Experience as an ASL instructor
- Experience as an instructor in an IEP
- Experience in translation (text to ASL)

General Duties and Responsibilities:

The Call Centre Manager will perform the duties of a Deaf Video Interpreter and Team Lead as well as:

- Oversee operational practices, processes, and policies for the effective delivery of VRS interpreting services
- Introduce and maintain the values of our company, professional associations and clients
- Maintain accurate records and complete daily center administrative tasks
- Monitor call centre communication and metrics tools to ensure sufficient interpreting coverage throughout the day
- Provide support as needed on the VRS centre floor
- Manage Video Interpreters, be responsive to their needs
- Assist with interviews and coordinate new staff for VI training

- Perform HR administrative tasks including employee relations
- Facilitate communication with Interpreters
- Keep accurate records of alarm codes and keys to the call centre
- Be the main contact with the call centre landlord and property manager
- Keep inventory of all computer equipment and accessories
- Communicate with technical support as required
- Be well versed in Occupational Health and Safety and SLIAO emergency protocols

Professional Development Support to Interpreters:

- Develop videos on specific topics to support interpreter learning on the variety of calls processed on VRS and to enhance ASL skills of VIs
- Assist with the development and testing of best practices of using Deaf Interpreters in video interpreting
- Support the professional development of interpreters working at SLIAO by providing feedback
- Participate in other professional development activities

VRS Manager Reporting/Communication with Director of Video Interpreting:

- Participate in weekly video meetings
- Provide feedback, analysis, and suggestions for call-center personnel decisions
- Communicate changes affecting the regional call centre that impacts the SLIAO schedule and that could impact service agreement with the Canadian Administrator of Video Relay Service (CAV)
- Maintain regional call centre budget and expenses and adhere to expense policies and procedures

Other duties:

- As required upon request

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 atmosphere
- Professional development opportunities and workspace
- Vacation, sick leave and personal days
- Group RRSP matching program

Have a question?

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

Ready to apply?

Applications, including cover letter and resume, will be accepted until Friday, August 19, 2022 at 5pm EDT. Please forward application 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 accommodations during the application process, please let us know. Additional information about SLIAO can be found at sliao.ca