



ASL version – <https://youtu.be/BVfaGKk4F24>

Job Title: Interpreting Services Specialist (VRS)

Job Type: Full-time Permanent Employee

Reports To: Manager of VRS

Location(s): Ottawa, ON (remote work potential)

Overview:

The Interpreting Services Specialist will be an integral member of the Operations team. They will communicate with interpreters and other employees to ensure SLIAO meets required VRS hours, schedules interpreters and ensure that VRS scheduling operations is seamless.

Duties and Responsibilities:

- Work under the supervision of the Manager of VRS and as part of the Operations Team to ensure seamless operations of the VRS scheduling process
- Communicate with interpreters to determine schedules/availability and ensure VRS contracted hours are fulfilled
- Collaborate with interpreters to ensure seamless provision of service
- Respond to general and educational inquiries
- Follow set procedures outlined for the scheduling process
- Work with our interpreter booking software to ensure that data is inputted and up to date
- Provide administrative support to management team members as required
- Prepare presentations and/or reports as required
- Assist with other duties as assigned

Do you have?

- Minimum of 2 years administrative/customer service experience
- Experience in scheduling assignments and using a computerized scheduling system

- Experience conducting business in ASL and written English

Are you?

- An amazing communicator and can communicate in ASL and written English
- An organized, analytical thinker and detail-oriented
- Highly motivated self-starter that takes initiative
- Sensitive to working in a culturally diverse environment
- Proficient in MS Office Suite
- Comfortable with basic technical problem solving with video-based platforms and ability to communicate issues/work with SLIAO technical expert

Working conditions and benefits of this position:

- Fast paced, dynamic, 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
- Extended health and dental benefits
- Group RRSP with employer matching

Questions or accommodation request?

Please email SLIAO Human Resources at hr@sliao.ca

Ready to apply?

Applications and questions can be directed to SLIAO Human Resources at hr@sliao.ca by July 25, 2022 at 5pm ET.

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.