



## SRV Canada VRS –Customer Service Representative

The Canadian Administrator of Video Relay Service (CAV), Inc. ([www.cav-acs.ca/en/about](http://www.cav-acs.ca/en/about)) is a not-for-profit corporation that has been mandated by the Canadian Radio-television and Telecommunications Commission (CRTC) to oversee the delivery of video relay service (VRS) in Canada. VRS allows Deaf and hard-of-hearing Canadians who use sign language to engage in real-time telephone conversations using a sign language interpreter and an internet-based video application.

IVÈS ([www.ives.fr](http://www.ives.fr)) is a communications company that is on the forefront of bringing video relay technology to Deaf and hard-of-hearing communities around the world. IVÈS has been chosen by CAV to deliver the technology platform and customer service support to Canada VRS.

IVÈS is currently seeking **Customer Service Representatives** to provide outstanding customer service to both Deaf and hearing customers. Positions are based in Montréal, Québec, Canada, and involve both technical support and customer service. Successful applicants will enjoy a lively and supportive environment, including:

- Working with Deaf colleagues. Note that communication is mainly in LSQ and ASL.
- Regular in-house training and weekly team meetings with a sign language interpreter on site.
- Customer service opening hours are 9 AM to 6 PM weekdays and 11 AM to 5 PM on Saturday. Individual schedules vary and may change.
- Travel within Canada to meet Deaf users in support of community events to promote awareness and education regarding VRS.
- Health Insurance and RRSP pension fund.
- The company is ideally located in Montreal, near the Jean Talon market. The De Castelnau metro station is 5 minutes from the office.

***If you want to work in the Deaf community, value sign language and believe in the empowerment of Deaf people, don't miss this opportunity of Customer Service Representative position.***

### Responsibilities will include:

- ✓ Resolving Deaf and hearing customers' inquiries and concerns regarding Canada VRS.
- ✓ Assisting customers with the installation and use of VRS software on their devices, including Mac and Windows computers, and iOS and Android smart phones and tablets.
- ✓ Completing customer service records and maintaining an up-to-date database.
- ✓ Creating and following service tickets in Zendesk.
- ✓ Applying resolution procedures if customer reports a service issue and coordinating with support engineer if service issue requires escalation.
- ✓ Collecting technical information to further analyze issues.
- ✓ Assisting with improving the VRS system by recognizing recurring issues and recommending changes.
- ✓ Maintaining up-to-date knowledge about Canada VRS products and services.

### Candidates should have the following skills and/or experience:

- ✓ Fluent in both written English or French and American Sign Language (ASL) or Langue des Signes Québécoise (LSQ).
- ✓ Experience working with Deaf or hard-of-hearing individuals and an understanding of Deaf culture.
- ✓ Excellent communication skills.
- ✓ General IT experience and knowledge, including computer support and software installation.
- ✓ Ability to handle a large volume of calls efficiently by identifying customers' needs-and recommending appropriate solutions.
- ✓ Video relay and/or video conferencing experience is preferred.
- ✓ Knowledge and experience with VoIP technology is an asset.
- ✓ Previous customer service experience is recommended.

**Please submit your resume and cover letter to Nelly Plateau by email at [nelly.plateau@ives-inc.ca](mailto:nelly.plateau@ives-inc.ca)**