

Position Title: Video Interpreter

Classification: Full-time and/or Part-Time

Location: Burnaby, British Columbia, Canada

### Position Summary

Convo Communications is a Deaf-owned, Deaf-operated, and FCC-certified company that provides Video Relay Services (VRS) and other communication solutions in the USA and Canada. As a VRS provider to Canadian Administrator of VRS (CA), Inc., we are seeking qualified Canadian Interpreters to deliver the best communication experience through video, as well as separately provide onsite interpreting services for Convo.

CAV is a not-for-profit corporation that has been mandated by the Canadian Radio-television and Telecommunications Commission (CRTC) to design, implement and oversee the delivery of video relay service (VRS) in Canada. As a CAV/Convo interpreter, you will maintain CAV's standard for excellence in interpreting while handling VRS calls in an ethical and professional manner.

### Responsibilities

- Provide high quality ASL-English interpretation experience for all parties
- Demonstrate strict adherence to industry-wide and professional ethics
- Observe Convo's and CAV's internal policies and procedures at all times
- Undertake periodic training as to keep up with changing technologies, trends, and procedures
- Provide support to other interpreters when needed
- Contribute to the development and high morale of the company
- Maintain a friendly and professional appearance
- Have reliable transportation available for onsite assignments
- Other duties as assigned

### Skills & Qualifications

- Community-oriented and customer-focused
- Fluency in ASL and English
- Thorough familiarity with Deaf culture and community
- Comfortable with working in a fast-paced environment
- Strong interpersonal skills
- Experience with cultural mediation
- Experience in onsite/community interpreting
- In-depth understanding of the role and responsibilities of video and onsite interpreting
- Knowledge of and willingness to keep up with video and computer technology, trends, and issues
- Ability and confidence to succeed in both independent and team settings
- Must exhibit reliability, punctuality, and professionalism