



Canadian
Administrator of
VRS (CAV), Inc.

Administrateur
canadien du
SRV (ACS), inc.

Program Manager

Canadian Administrator of Video Relay Service (CAV), Inc. 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.

CAV provides telephone service for Deaf Canadians (www.srvcanadavrs.ca) who use sign language via a custom designed, IP-based, video conferencing platform. Using CAVs' custom designed apps (PC, Mac, iOS, Android), customers are connected to sign language interpreters, located in call centres, who provide real-time interpretation of telephone conversations in either English/American Sign language (ASL) or French/Langue des signes québécoise (LSQ). Service was launched in September 2016 and has grown from a startup operation to a 24/7 telecommunications service operating with almost 300 sign language interpreters, distributed among 15 call centres across Canada and in the U.S.

CAV is seeking a **Program Manager** to help manage the day-to-day operational delivery of its nationwide, high tech Video Relay Service.

This is an exciting opportunity for a candidate who has a unique blend of telecom and/or call centre experience.

This is a contract position with the opportunity to convert to a full-time, permanent position based on exemplary, proven performance.

The position will report to the Executive Director in the Ottawa office with a dotted line relationship to the COO depending on the project.

Responsibilities include:

- Monitor system performance; being alert to operational problems
- Test new features and functions before introduction
- Suggest new features and functions based on user and vendor input
- Contribute to the development of policies and procedures and keeping the materials up to date
- Provide operational support regarding outsourced customer service and call centre vendors
- Oversee CAV's Call Centre Quality Assurance & Workforce Management programs and act as the administrator of its tracking, analytics and reporting software
- Organize CAV's annual vendor Summit
- Collaborate with Product Development, Community Relations and Marketing Teams to provide support, ensure alignment of priorities and communication among these important functional groups

Candidates should have the following skills and/or experience:

- University degree BA/BS required; MA preferred
- Bilingual fluency, fluent spoken and written English and French
- Knowledge of sign language and/or interpreting experience (ASL or LSQ), a plus
- Strong analytic and organization skills
- 5 years + of working in call centre or telecommunications centric businesses
- 3 years + in a mid-level management role with progressive responsibility

Job Location

- Ottawa, Ontario, Canada
- Some travel will be required

Should you or someone you know be interested in applying, please submit your résumé and cover letter to Ellen Thomas by email at ExecDirector@cav-acs.ca.

Persons who are Deaf or Hard of Hearing are encouraged to apply.