



SRV Canada VRS - Customer Service Representative



## ASL TRANSLATION

[https://www.ives-inc.ca/wp-content/uploads/2019/10/IVeS\\_inc\\_ASL.mp4](https://www.ives-inc.ca/wp-content/uploads/2019/10/IVeS_inc_ASL.mp4)

**IVeS** ([www.ives.fr](http://www.ives.fr)) is a communications company that develops, integrates and deploys innovative services in the fields of e-health, videoconferencing and relay centres, and it is on the forefront of bringing video relay technology to Deaf and hard-of-hearing communities around the world.

Canadian Administrator of Video Relay Service (**CAV**), Inc. ([www.cav-acs.ca](http://www.cav-acs.ca)) 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.

IVeS has been chosen by CAV to deliver the technology platform and customer services support to Canada VRS. VRS will allow Deaf and hard-of-hearing Canadians who use sign language to engage in real-time telephone conversations by connecting the customer to a sign language interpreter through an internet-based videoconferencing technology.

IVeS is currently seeking **Customer Service Representatives** to enhance customers' VRS experience by providing outstanding customer service to both Deaf and hearing customers.

Position is based in Montréal and this is what we offer:

- Working with deaf colleagues and communication is mainly in LSQ and ASL.
- Regular in-house training and weekly team meetings with a Sign Language Interpreter on site.
- Actual working hours 9am to 9pm weekdays and 11am to 5pm on Saturday. Breaks are offered in the morning and afternoon.
- Traveling across Canada and around to meet deaf users in many community's events to promote the service.
- We offer a Health Insurance and Reer pension fund.
- The company is ideally located in Montreal, near the Jean Talon market and De Castelnau metro station is 5 minutes far 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 of user software on their computers
- ✓ Handling requests for registration and activation, completing customer service records and maintaining an up-to-date database
- ✓ 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
- ✓ 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**) **AND** 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 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 résumé and cover letter by email [administrationca@ives-inc.ca](mailto:administrationca@ives-inc.ca)**