



## Customer Service Manager

IVÈS ([www.ives-inc.ca](http://www.ives-inc.ca)) and the Canadian Administrator of Video Relay Service (CAV), Inc. ([www.cav-acs.ca](http://www.cav-acs.ca)) and is seeking a **Customer Service Manager** to manage the team of Customer Service Representatives responsible for providing outstanding customer service and technical support to both Deaf and hearing customers.

Responsibilities will include:

- Leading and mentoring a team of Customer Service Representatives who are responsible for resolving deaf and hearing customers' inquiries regarding **SRV Canada VRS** ([www.srvcanadavrs.ca](http://www.srvcanadavrs.ca))
- Resolution may require technical assistance, policy explanation or complaint. Contacts occur via video using sign language, phone, email and chat.
- Assuring adherence to CAV service policies and guidelines
- Mastering and teaching the use of the ticketing software system (Zendesk)
- Meeting CAV KPIs for ticket resolution, average length of call, customer satisfaction measures, etc.
- Producing work schedules to optimize the response time to customer while maintaining budget expectations.
- Coaching and training service representatives to create a high performing team with a culture of excellence
- Acting as a point of escalation for resolving inquiries that representatives are unable to close
- Collaborating with IT and Product Managers, Call Centre Managers and CAV Admin Managers
- Assisting with improving the VRS system by recognizing recurring issues and recommending changes and solutions
- Analysing daily, weekly and monthly results to achieve highest level of efficiency and productivity.
- Maintaining and delivering reports as needed to CAV

Candidates should have the following skills and/or experience:

- 3+ years previous experience supervising a customer service or technical service team
- Fluent in ASL and or LSQ (ASL preferred)
- Strong competency with reading/writing English and French (essential)
- Comfort working with Deaf or hard-of-hearing individuals and an understanding of Deaf culture
- General IT experience and knowledge, including PC and Mac support, software installation
- Experience using Zendesk or other ticketing software systems
- Analytical mindset
- Ability to handle a variety of activities and competing priorities
- Video relay and/or video conferencing experience is preferred

Job Location: Montréal, Québec, Canada (currently working remotely due to COVID-19 outbreak)

Should you be interested in applying for the **Customer Service Manager** position with IVÈS, please submit your résumé and cover letter to [administrationca@ives-inc.ca](mailto:administrationca@ives-inc.ca)  
Persons who are Deaf are encouraged to apply.

### About IVÈS Canada

IVÈS ([www.ives-inc.ca](http://www.ives-inc.ca)) 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.

IVÈS has been chosen by CAV to deliver the technology platform and customer services support to **SRV Canada VRS**. VRS allows 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.

### About CAV

Canadian Administrator of Video Relay Service (CAV), Inc. ([www.cav-acs.ca](http://www.cav-acs.ca)) is a not-for-profit telecommunications services 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, SRV Canada VRS ([www.srvcanadavrs.ca](http://www.srvcanadavrs.ca))