



Position Title: Overnight Video Interpreter

Employment Type: Part-time

Department: Interpreting

Location: Burnaby

Position Summary

Convo Communications Canada, Inc. is a Deaf-owned, Deaf-operated, company that provides communication solutions within Canada. At present, our primary business line is providing Video Relay Services (VRS) for the Canadian Administrator of VRS, Inc. (CAV).

The Canadian Administrator of VRS, (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.

Convo Canada is an equal opportunity employer and we welcome **everyone** to our team. At Convo Canada, we redefine what it means to give back, we are all about elevating our community to new heights, and this is not possible without people who share the same passion for our culture and identity. If you are driven, passionate about people, seeking a collaborative, inclusive environment and feel we're the place for you then join us to make a difference! If you require any accommodations during the application or interview process, please let us know. In your application, please feel free to note which pronouns you prefer.

Expectations

- Work from the Burnaby call centre
- Availability to work overnight shift(s):
 - Tuesday, Wednesday and Thursday 9pm - 3am PST (6 hours)
 - Friday and Saturday 9pm - 5am PST (8 hours)
- Flexibility to pick up an overnight shift on short notice would be considered an asset
- Option also available to work day shifts in addition to overnights

Responsibilities

- Provide high quality ASL-English interpretation for all parties
- Demonstrate strict adherence to industry-wide standards and CASLI's Code of Ethics and Guidelines for Professional Conduct Observe Convo's and CAV's internal policies and procedures at all times
- Undertake periodic training to stay abreast of changing technologies, trends, and procedures
- Ability to work independently and as a team and also be ready to provide support to other interpreters remotely when needed Contribute to the development and high morale of the company
- Maintain a friendly and professional appearance
- Other duties as assigned

Skills & Qualifications

- Minimum of 3 years VRS interpreting experience
- Minimum of 5 years community interpreting experience
- Community-oriented and customer-focused
- Comfortable working in a fast-paced environment
- Strong interpersonal skills
- In-depth understanding of the role and responsibilities of a video interpreter
- Knowledge of and familiarity with video and computer technology
- Ability and confidence to succeed in both independent and team settings
- Must exhibit reliability, punctuality, and professionalism
- Graduate of an interpreter education program
- CASLI membership required

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