



Position Title: Canada Scheduler, Workforce Management

Employment Type: Full-time

Department: Operations

Location: Kelowna

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.

We are seeking a talented and driven individual to join the Convo team as a Canada Scheduler. The Canada Scheduler is part of the Workforce Management (WFM) team reporting to the WFM Director while working closely with the WFM team and the interpreting department to maximize scheduling efficiency. You will apply your skills in delivering excellence in interpreting operations.

Priority will be given to applicants who live in, or are willing to relocate to, Kelowna, BC; however, working in Burnaby or remotely will be considered.

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.

Responsibilities

- Establish/maintain parameters for the interpreter staffing pool
- Maintain new hire scheduling & retain hours for future hires
- Keep track of FMLA/LOA leave periods
- Maintain schedule database
- Schedule the interpreting team according to CAV's seat requirements
- Schedule regular closures due to maintenance, floor meetings, and/or other needs
- Work closely with the WFM Forecast/Schedule Analyst and utilize reportings for scheduling adherence
- Maximize daily, weekly and monthly scheduling efficiency to achieve the highest level of efficiency and productivity in terms of scheduling optimization
- Make daily adjustments to schedule based on requests in accordance with Convo's scheduling requirements, scheduling adherences, and guidelines
- Monitor schedule and call traffic to ensure a balanced and efficient workflow
- Verify timecards and correct discrepancies
- Support Canada Operations Manager with processing timecards for bi-weekly payroll as needed
- Support the Operations Manager with office and facilities communication and management, including ordering supplies and tracking inventory for the **Kelowna Call Centre**
- Work closely with the Operations Manager and/or Financial department to account for all expenditures and reimbursements
- Contribute to building an inclusive culture that fosters a phenomenal experience for interpreters, Deaf consumers, and business partners.
- Provide feedback, analysis, and suggestions for opportunities for improvements
- Communicate with the WFM team along with the direct supervisor of all occurrences including updates, revisions, team dynamics, unusual events, and/or frictions as transparency is expected among the team
- Support the WFM team in other duties based on needs and upon request

Expectations & Required Skills

- Ability to work a flexible schedule including evenings and weekends when needed
- High organizational skills and a self-starter
- Critical, strategic, and innovative thinking
- Possesses an analytical mind and a keen eye for detail
- Working knowledge of computer programs such as Google Suite, Microsoft Office, and Apple Pages/Numbers
- Strong interpersonal skills with the ability to work with people from different backgrounds

- Ability to handle sensitive and confidential information with strong integrity, moral character, and belief in teamwork
- Excellent decision making and creative problem-solving skills, including negotiation and conflict resolution skills
- Possess personal qualities of integrity, credibility, and commitment to the corporate mission
- Exceed expectations while remaining flexible to changing environments
- Ability to work in a fast-paced environment while handling several projects and deadlines
- Ability to work on the computer 90% of the time
- Professional English writing proficiency and fluent in ASL
- Motivated, quick learner, and thrives in a fast-paced workforce with the ability to adapt with changes at the drop of a hat

Benefits

- Collaboration with a high-achieving, experienced, talented, and fun team
- A chance to be part of a rapidly growing start-up company and the next success story
- Working in a signing-centric environment
- A competitive salary
- A comprehensive benefits package
- Flexible hours
- Opportunity to grow and learn in a dynamic environment

This position will remain open until filled.

Click [Convo Canada Careers](#) to apply.