



## CUSTOMER SERVICE AGENT-Level 1

IVès Inc is the technological supplier of the **Canadian VRS**: <https://srvcanadavrs.ca>

*Canadians who are Deaf, Hard of Hearing or have a speech disability use Canada VRS to access and make calls through the Internet and mobile technologies. VRS users come into contact with an interpreter who interprets telephone conversations in real time.*

Our Montreal branch provides **technical support to users**: **your role will be to help them to use our software.**

### **The job:**

Within a team of **8 Deaf people**, we are looking for a person that can communicate using LSQ (Quebec Sign Language) and or ASL (American Sign language) to perform the following tasks:

- Respond to questions and requests from hearing and Deaf people regarding the Canadian Video Relay Service.
- Assist users in installing client software on computers (Mac/Windows), smart phones and/or tablets (Mac/Android)
- Process registration requests or change of telephone number.
- Apply resolution procedures if the customer reports a problem.
- Coordinate with the support engineer if the procedures do not work.

### **Your profile:**

You are a Deaf person communicating with LSQ and/or ASL, able to write in French and/or English, comfortable with computers and with a strong sense of customer service.

You are looking for a company with high human value and a team with which to build an efficient service:

## Join us!

**Location:** Montréal, close to Jean Talon market

**Salary:** 20\$/hour, part-time position upgradable to full-time. No telework.

**Benefits:** health insurance, supplementary pension, sports subscription, team building, transport reimbursement

You can send us your CV at [rh@ives-inc.ca](mailto:rh@ives-inc.ca)