



Community Outreach Specialist Full-Time Position

CAV is currently seeking Community Outreach Specialists to educate Deaf people and their calling communities about the benefits of Canada's Video Relay Service (VRS) and how to use the service.

This is an exciting opportunity for a candidate who is fluent in ASL/English and/or LSQ/French, is Deaf culture savvy, well-organized, enjoys helping others, can work with technology, and communicates clearly.

This position will be a full-time position and will report to the CAV Community Relations Manager.

Responsibilities:

- Organize, prepare, and deliver educational presentations to a wide variety of VRS user groups to teach and answer questions about how to use Canada VRS.
- Learn about Canada VRS technologies (user apps), use policies and procedures
- Provide basic technical support to VRS customers
- Participate in the tests of new product features before introduction
- Develop and manage professional relationships with schools, community leaders/volunteers and organizations serving Deaf communities
- Support the production of ASL/LSQ videos and EN/FR texts
- Create positive publicity and enlisting public support through networking
- Report experiences at events to generate ideas for service improvements for Canada VRS

Candidates should have the following skills, experience, and qualifications:

- History of working collaboratively with organizations, services, and schools
- Fluent in ASL or LSQ, as well as basic competency with reading/writing English and/or French
- Comfortable interacting with people
- Basic computer skills and knowledge of VRS
- A talent for communicating in a positive and entertaining manner (☺)
- Strong organizational skills, ability to multitask and attention to detail
- Ability to work independently and as part of a team
- A place to work at home
- A valid driver's license or ability to travel to offsite locations
- College degree preferred

We are interested in hiring individuals who will work in various regions across Canada and who will use their regional knowledge to organize and lead successful outreach events. These positions are offered as full-time positions and offers a competitive Salary and Group Benefits. Community Outreach Specialist will work from home and may travel to other regions to work with the team and/or to attend outreach functions.

Should you be interested in applying, please submit your resume and cover letter to **Pamela Witcher** by email at info@cav-acs.ca. Deadline: **February 11, 2022**.

Persons who are Deaf or Hard of Hearing are encouraged to apply.

Canadian Administrator of Video Relay Service (CAV), Inc. (www.cav-acs.ca) is a not-for-profit telecommunications company 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. VRS provides telephone calling for sign language users by allowing sign language users to connect by a video link to a sign language interpreter who will provide real-time interpretation of telephone conversations. SRV Canada VRS was launched across the nation on September 28, 2016 and provides service to customers in four languages, English and American Sign language (ASL), as well as French and Langue des signes québécoise (LSQ).