



Position Title: Call Centre Video Interpreter

Employment Type: 20 hours per month minimum

Department: Interpreting

Location: Burnaby, BC, Canada

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.

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 professionally driven, passionate about people, seeking a collaborative, inclusive environment and feel we're the place for you, then please join us to make a difference!

Convo Canada is an equal opportunity employer and we welcome everyone to apply. 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 use.

Expectations

- Work from the Burnaby call centre
- Must be able to work a minimum of:
 - 32 hours per week if F32 (Full-Time 32)
 - 20 hours per week if P20 (Part-Time 20)
 - 10 hours per week if P10 (Part-Time 10)
 - 20 hours per month if M20 (Part-Time Monthly 20)

Up to a maximum 40 hours per week

- Undertake an interview and assessment conducted in person
- Participate in 25 hours of training in person

- Be willing to work mornings, weekends, and/or overnights*

NB: Peak hours are 6am-2pm PST/9am-5pm EST 7 days a week and preference will be given to those who are willing to work during those hours

*If you are interested in providing overnight interpreting services, please contact us for more information

Responsibilities

- Provide high quality ASL-English interpretation
- 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
- 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 & attitude
- Perform other duties as assigned

Skills & Qualifications

- VRS interpreting experience considered an asset
- Minimum 3 years of general 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 relay 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 and CASLI-affiliate chapter membership required

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