



# Customer Service Representative - Level 1

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

Canadians who are Deaf, Hard of Hearing or have a speech disability use Canada Video Relay Service (VRS) to access and make calls through the Internet and mobile technologies. VRS users come into contact with a video interpreter (V.I.) who interprets telephone conversations with a third party 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 Deaf and hearing employees, 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 Canada Video Relay Service.
- Assist users in installing client software on computers (Mac/Windows), smart phones and/or tablets (Android/iOS)
- 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. Full-time position, 30-40 hours a week. No telework.

**Benefits:** health insurance, RRSP contribution, health and fitness program, team building, public transport reimbursement

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