



Canadian  
Administrator of  
VRS (CAV), Inc.

Administrateur  
canadien du  
SRV (ACS), inc.

## Director, Video Interpreter Providers (VIPs) Operations Job Description

### Purpose:

Lead the creation of a vision and plans to implement the vision such that interpretation services to customers sustains excellence and that Video Interpreter Providers (VIPs) and Vis are well-trained and supported. Lead various programs to enhance the availability of Vis and assure quality interpretation.

### Reports to:

CEO

### Duties and Responsibilities:

- Oversee VIPs productivity to ensure quality performance, identify areas for improvement and ensure contractual requirements are met.
- Analyze service supply and demand levels to develop and refine VIP seat hour schedules ensuring alignment with CAV's financial goals.
- Develop and implement policies, procedures, training and other resource materials, and keep them up to date e.g., VIP Guidelines and Quality Assurance materials.
- Lead the implementation of CAV's VI Quality Assurance program and act as the administrator of its tracking, analytics, and reporting software.
- Develop partnerships with educational institutions who are training the interpreters.
- Conduct regular support meetings with VIPs to foster communication, build trust and understand the operating challenges of VIPs.
- Collaborate in the development and execution of Request for Proposals for VIPs as needed.
- Collaborate in identifying innovative VI workstation features that will improve VI efficiencies and the users experience.
- Work with the COO and technical team to identify and prioritize needed features and fixes.
- Assist in enforcing the process of troubleshooting and ticket creation.
- Execute Beta and Gamma testing in collaboration with VIPs of new VI app releases, new features and functions and provide feedback to development team before full roll out.
- Collaborate with CAV's Management Team to provide ongoing support, ensure alignment of priorities and communication among functional groups.

### Experience and Qualifications:

- Experience in managing VRS operations and/or interpretation services.
- Telecommunications, in particular VRS experience, as well as related devices and software apps used by Deaf users.
- Results-driven, action-oriented, and self-motivated mindset



**Canadian  
Administrator of  
VRS (CAV), Inc.**

**Administrateur  
canadien du  
SRV (ACS), inc.**

- Thorough understanding of data, analytics and reporting of relevant information related to call center performance.
- Strong analytical and problem-solving skills
- Collegial working style, excellent interpersonal skills required in interactions with internal and external customers.
- Proficient in MS Office programs – Word, Outlook, and PowerPoint with advanced Excel skills
- Project management experience
- Fluently bilingual in ASL and English (knowledge of French and LSQ is an asset)

Should you be interested in applying, please submit your resume and cover letter to Suzanne Laforest by email at [ExecDirector@cav-acs.ca](mailto:ExecDirector@cav-acs.ca). Deadline is May 5, 2023.

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

Canadian Administrator of VRS (CAV), Inc. ([www.cav-acs.ca](http://www.cav-acs.ca)) is a not-for-profit telecommunications services 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.