



LSQ 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 contact a video interpreter (V.I.) who interprets/relays telephone conversations with a third party in real time.

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

The job:

Within a team of Deaf and hearing employees, we are seeking for a person that is LSQ (Langue des Signes Québécoise) dominant 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.
- Troubleshoot level 1 technical issues and 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, able to write in French, comfortable with computers and with a strong sense of customer service. The ability to also communicate in ASL (American Sign Language) would be an asset.

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

Join us!

Location: Montréal office, close to Jean Talon market.

Salary: Full-time position, 30-40 hours a week. Hourly rate based on skills and experience.

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