



We're hiring: Video Services Supervisor

ASL Video

Job title: Video Services Supervisor

Job type: Full-time Employee

Reports to: Manager of VRS/VRI OD Operations

Location: Remote (Canada Only)

Compensation: \$67,000 to \$70,000 and full benefits package

Job Summary Overview:

The Video Services Supervisor ensures smooth internal operations of VRS and VRI On Demand scheduling, overseeing Interpreting Services Specialists (ISS) and working as a Team Lead and Deaf Interpreter. In collaboration with the Manager of VRS/VRI On Demand Operations, this role supports scheduling continuity, and supporting reliable, high-quality service delivery.

Our Expectations:

- Demonstrate commitment to Asign's values: Respect, Caring, Professionalism, and Giving Back
- Maintain full compliance with Asign policies, standards, and attendance expectations
- Complete assigned tasks, projects, and documentation accurately and in a timely manner

What you'll do:

- Provide day-to-day operational oversight of VRS/VRI OD Interpreting Services Specialists
- Provide support to maintain scheduling and operational continuity
- Act as a point of escalation for operational and scheduling questions
- Monitor operational workflows and identify potential risks or gaps in coverage
- Act as a Team Lead and Deaf Interpreter

What you'll bring:

- Comfortable and able to adapt easily to new and changing technologies
- Demonstrated experience in operational leadership or supervisory roles preferred
- Excellent organizational, communication, and interpersonal skills
- Ability to manage competing priorities in a fast-paced environment
- High attention to detail and system-oriented thinking
- 3-5 year's experience working in scheduling or administrative roles
- Comfortable working independently while supporting a collaborative team model



- Native fluency in ASL and strong English skills
- Experience as a Deaf Interpreter, CASLI or WAVLI membership required

Asign recognizes that many of the greatest ideas and discoveries come from a diverse mix of minds, backgrounds, and experiences – beyond the technical requirements of a job. If you meet the minimum qualifications and your experience is close to what you see listed here, please still consider applying.

We are committed to cultivating an equitable and inclusive work environment that acknowledges diversity in the Deaf population that we serve, in our interpreting community and workforce. Diversity of experience and skills combined with passion is a key to innovation and excellence; therefore, we encourage people from all backgrounds to apply to our positions.

Please let us know if you require accommodation during the application process.

Applications will be accepted **until Monday, April 20th at 5:00pm ET.**

Please apply for the Video Services Supervisor position using [this link](#). Please note: Applications require a cover letter (letters in ASL are welcomed) and resume. You may upload multiple documents to the application portal.

You can direct questions to Asign Human Resources at hr@asign.ca. Additional information about Asign can be found on our website at asign.ca.