



Job Posting

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Title: Booking Coordinator

Location: Vancouver, BC (Quebec Street Office)

Position Status: Full-time, 35 hours per week

Reports to: Interim Director of Accessible Communication Services

ABOUT THE OPPORTUNITY

Position Summary:

The Booking Coordinator works to intake appointments, inputs appointments into a database, book communication access, and confirm with all parties. Works well as a team member and has excellent computer skills. Ability to communicate effectively is essential. This position is fast-paced, requires a high level of ability to pay attention to detail, and multi-tasking capabilities.

Essential Duties and Responsibilities:

- Assists with the management of online database which includes scheduling, invoicing of regular and on-call appointments and bookings
- Reception duties: including answering requests via email, text, Skype, FaceTime, Glide, TTY, Fax, and telephone (if a hearing candidate is chosen)
- Assist with drop in clients for English-ASL translation of documents and completion of forms
- Supports clients on basic technology training
- Provides general information regarding external services
- Providing relief reception services to the front desk

ABOUT YOU, THE CANDIDATE

Education and Experience:

High School Graduation and a minimum of 1 year of related practical and work experience. An equivalent combination of education and experience may be considered.

Qualifications:

- Works well in a collaborative environment
- Effective problem solving skills
- Excellent organizational and analytical skills
- Ability to communicate effectively with a range of people including: Deaf, DeafBlind and Hard of Hearing individuals as well as interpreters, captionists, health care professionals, law enforcement, etc.
- Ability to work as part of a team and independently with minimum supervision.
- Proficient computer skills; organized with excellent attention to detail.

- Professional and respectful approach to all aspects of the position ensuring strict confidentiality.
- Wavefront Centre for Communication Accessibility is a bilingual environment (ASL/English), **fluency in American Sign Language (ASL) and English is required for this position.**

ABOUT WAVEFRONT CENTRE FOR COMMUNICATION ACCESSIBILITY

Established in 1956 and trusted for over 64 years, **Wavefront Centre for Communication Accessibility** (operating name for Western Institute for the Deaf and Hard of Hearing) is a BC based, charitable non-profit organization. Wavefront Centre serves over 16,000 Deaf and Hard of Hearing clients each year by delivering innovative services in the areas of Audiology, Counselling, Seniors Outreach, Accessible Communication Services and Communication Devices to help clients achieve full communication accessibility.

Hours of work:

The hours of work are 8:00am to 4:00pm, Monday to Friday. Incumbents may be asked to work overtime from time to time.

CLOSING DETAILS

Contact: Jenn Wilson, Interim Director of Accessible Communication Services

Email resume to: jenn.wilson@wavefrontcentre.ca

Please email your cover letter and resume as a PDF.

Application Deadline: The position will be filled as soon as a suitable candidate is identified.