



Job Posting

Watch the ASL version [here](#).

Title: Sales Specialist Intern

Location: Vancouver, BC (Quebec Street Office)

Position Status: Full-time, 35 hours per week, Contract Position (13 weeks)

Reports to: Solutions & Sales Manager of Communication Devices Program

ABOUT THE OPPORTUNITY

This position is funded by the [Canada Summer Jobs Program](#) which provides quality work experiences for youth to develop and improve their skills. To be eligible, applicants must:

- be between 15 and 30 years of age at the start of the employment;
- be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act for the duration of the employment; and,
- have valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations.

Position Summary:

The Sales Specialist works to uncover customers' needs, provide product solutions, process online and in-store orders as well as managing inventory databases. Other duties include maintaining visual merchandising or assisting team members. Reports directly to the Solutions & Sales Manager of Communication Devices Program.

Essential Duties and Responsibilities:

- Qualify, develop, and maintain thorough company and product knowledge, research, consumer needs and identify how our solutions can meet them
- Generate leads, and maintain solid customer relationships by handling questions and concerns with speed and professionalism
- Assists clients' inquiries via emails, telephone, Zoom, VRS, FaceTime, and in person.
- Provide technical support to clients
- Manage database records, drafting status reports on customer service issues
- Process orders (shipping, receiving) from online store and Communication Devices Showroom
- Inventory counting and reporting discrepancies between physical counts and computer records
- Provides general information regarding external services
- Other duties as assigned

ABOUT YOU, THE CANDIDATE

Education and Experience:

Bachelor's Degree, diploma or certificate in Marketing, Sales, or an equivalent combination of education, training, and experience will be considered.

Qualifications:

- Experience with people – customer service work, volunteering, and associations
- You have a creative interest in developing an effective in-store and online presence for the Communication Devices Program
- Ability to work independently and get results
- Time management , multi-tasking and organization skills
- Demonstrated solid communication skills and interpersonal skills
- Ability to work as part of a team
- Excellent computer skills and attention to detail
- Ability to communicate effectively with a range of people including Deaf, DeafBlind, and Hard of Hearing individuals as well as interpreters, captioners, health care professionals, etc.
- Passion for technology and e-commerce
- Experience working in startup
- The successful candidate will be required to provide a current and satisfactory Criminal Record Check
- Wavefront Centre for Communication Accessibility is a bilingual environment (ASL/English), fluency in American Sign Language (ASL) or a willingness to learn and English is required for this position

ABOUT WAVEFRONT CENTRE FOR COMMUNICATION ACCESSIBILITY

Established in 1956, Wavefront Centre for Communication Accessibility is a BC based, charitable not-for-profit organization operating as a social enterprise. Wavefront Centre delivers innovative services in Audiology and Communication Devices, Counselling, Seniors Outreach, and Accessible Communication Services that assist people who are Deaf, DeafBlind and Hard of Hearing achieve full communication accessibility.

Hours of work:

The typical hours of work are 9:00am to 5:00pm, Monday to Friday. Incumbents may be asked to work overtime from time to time.

CLOSING DETAILS

Contact: Porson Lee, Solutions & Sales Manager of Communication Devices Program

Email resume to: porson.lee@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.