



Job Posting

Watch the ASL version [here](#).

Title: Front Desk Receptionist
Location: Vancouver, BC (Quebec Street Office)
Position Status: Full-time, 35 hours per week
Reports to: Executive Assistant & Facility Manager

ABOUT THE OPPORTUNITY

Position Summary:

The Front Desk Receptionist works as part of our team to greet, welcome and appropriately guide Wavefront visitors. They respond to general inquiries about Wavefront services, programs and products on a multi-line telephone, TTY and email.

Essential Duties and Responsibilities:

- Greet clients as they arrive; direct them appropriately; advise of any scheduling delays
- Administer the telephone and voicemail system; answer and direct incoming calls, take detailed messages, etc.
- Provide general information regarding external services
- Process financial transactions and produce invoices
- Manage mail/deliveries
- Assist in general monitoring/security of facility throughout the day
- Ensure reception area is tidy, presentable and welcoming
- Provide relief reception services to the audiology department

ABOUT YOU, THE CANDIDATE

Qualifications:

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

Wavefront Centre for Communication Accessibility is a bilingual environment, ASL/English, **fluency in American Sign Language (ASL) is required for this position.**

Skills & Knowledge:

- Excellent interpersonal skills in person and on the telephone – clear speaking voice
- Able to communicate effectively with Deaf, DeafBlind and Hard of Hearing individuals
- Able to work as part of a team and independently with minimum supervision
- Proficient computer skills; organized with excellent attention to detail (experience in a networked MS Office Windows environment is an asset)

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:

This role offers 35 hours of work per week. The typical hours of work are 8:45am to 4:45pm or 9:00am to 5:00pm, Monday to Friday. Flexibility, including the ability to work Saturdays, is preferred. Incumbents may be asked to work overtime from time to time.

CLOSING DETAILS

Contact: Ruth Gessner, Executive Assistant & Facility Manager

Email resume to: ruth.gessner@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.

Wavefront Centre for Communication Accessibility will provide accommodation, accessible formats and communication supports for the interview upon request.