



Job Posting

Watch this in ASL [here](#).

Title: Booking Coordinator
Location: Vancouver, BC (Quebec Street Office)
Position Status: Full-time, 35 hours per week

ABOUT THE OPPORTUNITY

Position Summary:

The Booking Coordinator, is responsible for the client service with regards to intake of requests and responding promptly by booking appropriate services, negotiating rate and payment, fulfilling request and confirming results. The Booking Coordinator also provides additional support, as required, to the Accessible Communication Services team.

Work Performed

Client Services:

- Intake accessible communication services requests (e.g. interpreting, captioning, translation); confirm receipt of request in a timely manner
- Determine and book appropriate service(s)
- Develop quotes and negotiate payment
- Input request into database and broadcast, or email to fill the request
- Confirm fulfilled request with client or organization/service
- Provide data reports as a required
- Assist with drop-in clients for English-ASL translation of documents as needed and maintaining records for all drop-ins
- Respond to and triage client complaints
- Provide coverage for department roles as required (e.g. breaks, sick and vacation days) and relief reception services to the front desk

Administration:

- Organize schedule ensuring primarily staff interpreters fill appointments; maximize number of fulfilled requests
- Maintain/input/reconcile database information
- Invoice for services rendered and reconcile receipts
- Support department with community engagement, as required
- Provide additional administrative support to the team as required
- Other related duties as assigned

ABOUT YOU, THE CANDIDATE

Education and Experience:

- Grade 12 Diploma
- Minimum one (1) year related practical and work experience
- Any related courses or technical training

Qualifications:

- Proficient computer skills; organized with excellent attention to detail
- Experience working with Customer Relation Management (CRM) systems
- Strong written and interpersonal communication skills
- Demonstrated sensitivity to working in a culturally diverse environment
- Able 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 officials and other audiences
- Innovative and effective problem solver
- Able to take direction as required and to work as part of a team as well as independently with minimum supervision
- A demonstrated ability to organize work, set priorities, meet deadlines, provide follow-up and work under the pressure of time constraints
- Able to navigate rapidly changing demands, prioritize tasks and deal with interruptions
- Collaborative approach working with other members of the department and across the organization
- Wavefront is a bilingual environment (ASL/English), *fluency in American Sign Language (ASL) is an asset for this position*
- Willingness to learn new skills with an enthusiastic attitude

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 8:30am to 4:30pm, Monday to Friday. Incumbents may be asked to work overtime from time to time.

CLOSING DETAILS

Email resume to: careers@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.