



Job Posting

Watch the ASL version [here](#).

Title: Client Services Coordinator
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 Client Services Coordinator greets all people connecting with Wavefront Centre in person, by telephone/TTY or e-mail in a friendly, helpful and professional manner.

Essential Duties and Responsibilities:

- Greet clients as they arrive; direct them to waiting areas; advise of any scheduling delays or changes.
- Inform staff of client arrivals
- Provide general and basic information regarding Wavefront Centre to clients, as well as inquiries regarding external services
- Respond to client inquiries (e.g. location of facilities, hours of operation, etc.)
- Administer telephone and voicemail system: answer and direct incoming calls, take detailed messages, etc.
- Process payments for transactions and produce invoices
- Enter computer data as required
- Manage mail/deliveries
- Assist with general monitoring/security of facility
- Assist with event/meeting management
- Maintain inventory of facility and kitchen supplies
- Month-end reporting and data entry
- Provide basic IT support and liaise with contracted IT professionals for maintenance requests
- Provide administrative support and coverage to other departments
- Participate in regular staff meetings
- Other related duties as assigned

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:

- Proficient computer skills; organized with excellent attention to detail
- Excellent interpersonal skills in person and on the telephone – clear speaking voice
- Able to communicate effectively with a range of people including: Deaf, Deaf Blind and Hard of Hearing individuals
- Able to work as part of a team and independently with minimum supervision
- Able to navigate rapidly changing demands and ability to deal with interruptions
- Collaborative approach working with other members of the department and across the organization
- Willingness to learn new skills with an enthusiastic attitude

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.

What we offer:

- Comprehensive benefits package (extended health + dental)
- Pension plan after 12 months
- Generous time off entitlement (Statutory holidays, vacation entitlement, sick + personal time)

Workplace safety:

In order to do all we can to ensure the safety of our staff and clients, Wavefront Centre for Communication Accessibility requires that everyone working within our organization be fully vaccinated (COVID-19) unless they have an exemption for accommodation pursuant to the BC Human Rights Code. Proof of vaccination status will be required.

Commitment to Equity, Diversity & Inclusion:

Wavefront Centre is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

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

CLOSING DETAILS

Email cover letter and resume to: careers@wavefrontcentre.ca

- Please email your cover letter and resume as a PDF, as one document, along with a list of references and include the job title in the subject field.
- Please note, only short-listed candidates will be contacted for this role.

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