



Job Posting

Watch the ASL version [here](#).

Title: Client Services Coordinator (Tri-Cities)
Location: Port Coquitlam, BC
Position Status: Full-time, 35 hours per week
Reports to: Manager, Clinical Operations + Administration

ABOUT THE OPPORTUNITY

Position Summary:

The Client Services Coordinator (CSC) works as part of a team to serve audiology visitors by greeting, welcoming and directing them appropriately. The CSC notifies Wavefront Centre staff of visitor arrival, responds to enquiries about audiology services, schedules appointments, and processes financial transactions.

Essential Duties and Responsibilities:

- Greets clients; answers phones, schedules appointments, processes financial transactions
- Prepares and mails out clinical reports, files, faxes, database management, third party billings
- Handles shipping, receiving, and management of hearing aid and supply inventory
- Providing relief reception services to the front desk and satellite offices, if available
- Troubleshoots and performs minor repairs on faulty hearing aids
- Assists in the maintenance of clinical infection control procedures
- Collaborative approach working with others

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
- Independent self-starter with a strong reception and administrative background
- Effective problem-solver with excellent organizational and analytical skills
- Passionate about delivering excellent customer service
- Excellent attention to detail
- Highly proficient in written and oral English
- Strong aptitude for MS office and database programs
- An interest in working with Deaf and Hard of Hearing individuals, and seniors

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 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.