



Job Posting

Watch the ASL version [here](#).

Title: Client Services Coordinator

Location: Vancouver, BC

Position Status: Full-time, 35 hours per week

Reports to: Audiology Administrative Supervisor & Audiometric Technician

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:

- 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
- *Wavefront Centre is a bilingual environment (ASL/English), fluency in American Sign Language (ASL), or willingness to learn, 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 8:30am to 4:30pm or 9:00am to 5:00pm, Monday to Friday or Tuesday to Saturday, depending on the needs of the department. Incumbents may be asked to work overtime from time to 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, 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.