



Job Posting

[Watch the ASL version here.](#)

Title: Manager, Client Services + Administration
Location: Mount Pleasant, Fairview and Tri-Cities
Position Status: Full-time, 35 hours per week
Reports to: Director, Clinical Operations + Social Enterprise
Supervision of: Clinic Administration Team

ABOUT THE OPPORTUNITY

Position Summary

The Manager, Client Services + Administration provides oversight and hands on support of the clinical administration team, coupled with administrative and supervisory responsibilities within the Audiology + Communication Devices Programs.

Work Performed

Supervision

- Oversee Client service staff ensuring service standards are being upheld across all locations
- Provide onboarding and training for clinic administration staff
- Participate in development of job descriptions
- Support development of policies and procedures for clinics
- Lead hiring of clinic administration and technical staff
- Perform annual performance reviews for clinic administration staff
- Escalate program and performance concerns to Director, Clinical Operations + Social Enterprise as required
- Ensure effective utilization of time management system for clinic administration staff

Administration

- Build and manage schedule for clinic administration and technical staff at all clinics
- Provide executive administrative assistance to Director, Clinical Operations + Social Enterprise
- Work closely with Client Service Coordinators to ensure efficient workflow and information sharing within and between offices
- Maintain, organize and order office supplies, as required for all clinics
- Responsible for all shipping and receiving of clinical and non-clinical supplies for all clinics
- Oversee inventory management for all clinics and ensure all invoices are appropriately coded
- Liaise with finance office on issues management and AP/AR Issues
- End of month reporting/data collection, as required
- Update statistics and price lists, as required
- Maintain clinic records - tracking of invoices, credit memos and other important financial information
- Complete third-party billings
- Develop, and implement client interaction and customer service standards
- Audit clinic administration staff interactions with clients (live, recorded, and side by side) to measure performance against quality standards
- Oversee administrative department functions within department: operations, scheduling, staff management for administration and technical team
- Chair and participate in regular staff meetings; provide information regarding department updates
- Other related duties as assigned

Client Services

- Provide coverage for department roles as required (e.g. breaks, sick and vacation days)
- Receive, document and address client complaints
- Book appointments by phone or e-mail
- Complete client paperwork, including statistics and file updates

Education & Outreach

- Provide information via telephone, email, brochure mailout, educational packages, etc.
- Support targeted marketing projects, as required
- Public presentations - information talks as well as educational sessions, as required

ABOUT YOU, THE CANDIDATE

Qualifications

- Post-secondary diploma in relevant discipline (e.g. Medical Office Assistant, Business), or equivalent combination of experience and education
- At least 3-5 years experience working in an audiology and/or hearing clinic setting, or equivalent training
- Minimum 5 years relevant customer service or clinic and client management experience

Skills & Knowledge

- Proficient computer skills (MS 365, BluePrint or similar programs); organized with excellent attention to detail
- Strong written and interpersonal communication skills
- Demonstrated sensitivity to working in a culturally diverse environment
- Able to communicate effectively using empathy and understanding with a range of people including: people who are Deaf, DeafBlind and Hard of Hearing
- Proven ability to work with various types of clients - elderly, people with disabilities, youth, Hard of Hearing, DeafBlind and Deaf
- Wavefront is a bilingual environment (ASL/English), **fluency in American Sign Language (ASL), or willingness to learn, is required for this position**
- Able to work as part of a team and independently with minimum supervision
- Demonstrated ability to organize work, set priorities, meet deadlines, provide follow-up and work under the pressure of time constraints
- Innovative and effective problem solver
- 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 and trusted for over 66 years, 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. Schedule to be determined with the successful candidate, flexibility required.

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

- 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 email subject field.
- 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.