



Job Posting

[Watch the ASL version here.](#)

Title: Booking Coordinator
Location: Vancouver, BC (Quebec Street Office)
Position Status: Full-time, 35 hours per week
Reports to: Manager, Accessible Communication Services

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.

Essential Duties and Responsibilities:

- 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 required
- Assist with drop-in clients for English-ASL translation of documents as needed and maintain 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 relieve reception services at 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

Qualifications:

- Grade 12 Diploma
- Minimum one (1) year related practical and work experience
- Any related courses or technical training
- Wavefront 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
- 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
- Able to take direction as required and to work as part of a team as well as independently with minimum supervision
- Innovative and effective problem solver along with 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
- Wavefront is a bilingual environment (ASL/English), *fluency in American Sign Language (ASL) is required for this position*
- 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 8:00am to 4:00pm, Monday to Friday. 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, 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.