



Job Posting

[Watch the ASL version here.](#)

Title: Client Services Coordinator
Location: Vancouver, BC
Position Status: Full time, 35 hours per week
Reports to: Manager,
Client Services + Operations

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 inquiries about audiology services, schedules appointments, and processes financial transactions.

Work Performed

Client Services:

- Greet clients; direct them to waiting area; advise of any scheduling delays
- Inform staff of client arrivals
- Book appointments by phone or e-mail
- Provide general information regarding audiology services to clients
- Respond to specific client inquiries (e.g., location of facilities, hours of operation, etc.)
- Process financial transactions
- Administer telephone and voicemail system: answer and direct incoming calls, take detailed messages, etc.
- Provide relief reception services to Q-Street front desk and satellite offices, as required
- Provide audiometric technical support to Audiologists, as required
- Troubleshoot and perform minor repairs on faulty hearing aids, as required
- Assist in maintenance of clinical infection control procedures
- Ensure reception area is tidy, presentable and welcoming at all times

Administration:

- Prepare and mail out/fax clinical reports and/or files
- Enter computer data as required
- Support shipping and receiving within department; support management of hearing aid and supply inventory
- Complete third-party billings
- Participate in regular staff meetings
- Other related duties as assigned

ABOUT YOU, THE CANDIDATE

Qualifications:

- Grade 12 Diploma
- At least one (1) year of related practical and work experience
- Wavefront is a bilingual environment (ASL/English), ***fluency in American Sign Language (ASL) is an asset 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
- Knowledge of database and tracking systems (e.g., Blueprint)
- Able to work as part of a team and independently with minimum supervision
- Strong reception and administrative background
- 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:

The typical hours of work are 8:30am to 4:30pm or 9:00am to 5:00pm, Monday to Friday, 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.