



## Job Posting

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**Title:** Manager, Client Success + Operations

**Location:** Vancouver, BC

**Position Status:** Full-time, 35 hours per week

**Reports to:** Director, Finance + Operations

### Position Overview

Manager, Client Success + Operations to lead our client service and operational teams across multiple office locations. This is a key management role focused on ensuring high-quality service delivery, operational excellence, and facilities coordination in support of our mission to create a barrier-free and accessible Canada.

### Compensation

Annual salary range of \$71,162 to \$96,278, supplemented by a competitive total compensation package. The actual salary will be determined based on the candidate's experience, expertise, and Wavefront Centre's internal equity guidelines. The salary range serves as a guide to illustrate potential growth and development opportunities, with compensation increasing as one progresses, gains experience, and master's the responsibilities of the role.

### Key Responsibilities

#### 1. Leadership & Supervision

- Provide strategic leadership and daily oversight to Client Success Coordinators across all office locations, ensuring consistent, high-quality client service and operational efficiency.
- Lead the full employee lifecycle for the Client Success team, including recruitment, onboarding, training, performance management, and professional development.
- Collaborate with Directors to develop and implement policies, procedures, and best practices that support service excellence and streamline operations.
- Deliver training, coaching, and ongoing support to staff to help them adapt to new policies, processes, and organizational initiatives.
- Monitor, track, and report on key performance indicators (KPIs) related to client service delivery and operational workflows.
- Provide backup coverage for Client Success Coordinators during absences to ensure continuity of clinic and service operations.
- Receive and document client concerns, resolving issues where appropriate and escalating complaints to relevant Managers or Directors as required.

#### 2. Facilities Management

- Provide day-to-day management and operation of all organizational facilities, ensuring safe, functional, and accessible environments.

- Oversee and maintain vendor relationships, including negotiating service contracts and ensuring timely, high-quality delivery of maintenance, repairs, and other facility-related services.
- Conduct regular safety audits and inspections, ensuring full compliance with applicable health, safety, and accessibility regulations.
- Coordinate office moves, renovations, space planning, and emergency preparedness efforts in collaboration with relevant departments.
- Champion and implement sustainability initiatives to support energy efficiency and reduce environmental impact across all locations.
- Support the preparation of grant applications and funding proposals related to infrastructure improvements and capital projects.

### 3. Database & System Management

- Serve as the in-house expert for key client and operational systems, including BoostLingo, Blueprint, and other platforms essential to service delivery and workflow management.
- Ensure system integrity, perform troubleshooting, and coordinate regular updates or enhancements in collaboration with IT and external vendors as needed.
- Develop and deliver training and support to staff to ensure effective and consistent use of systems.
- Oversee data collection, entry, and maintenance, ensuring data accuracy and reliability for reporting, funding requirements, and operational planning.

### 4. Inventory, Orders & Quality Control

- Oversee inventory management across all locations to ensure sufficient supplies are available to support service delivery.
- Assist in the development and enforcement of inventory policies and procedures, promoting accuracy and efficiency.
- Conduct routine inventory audits and annual counts to maintain accurate records and ensure accountability.
- Manage the ordering, receiving, and tracking of clinical and operational supplies across departments.
- Implement and monitor quality control measures to uphold service and product standards across all operational areas.

### 5. Billing & Financial Administration

- Coordinate and submit financial documentation for Medical Interpreting Services (MIS), third-party payers, and government billing processes.
- Ensure full compliance with funder requirements and internal financial policies.
- Collaborate with finance and accounting teams to resolve discrepancies, ensure timely processing, and maintain accurate records.
- Review and code invoices appropriately for accounting purposes.
- Monitor outstanding invoices and follow up on overdue payments as required.

### 6. Reporting & Compliance:

- Prepare and submit accurate, timely reports for funders and internal stakeholders, ensuring compliance with reporting standards.

- Monitor and analyze key performance indicators (KPIs) related to client services, operations, and efficiency.
- Maintain comprehensive documentation and records to support audits, evaluations, and organizational reporting requirements.

## 7. Culture of Excellence

- Foster a workplace culture built on respect, collaboration, equity, and inclusion.
- Support initiatives that celebrate diversity and promote a strong sense of belonging within the organization.
- Champion continuous improvement by identifying innovative opportunities and implementing solutions that enhance the employee and client experience.

## Qualifications and Experience

### Education & Experience

- Bachelor's degree in Project Management, Business Administration, Healthcare Administration, or a related field.
- Minimum of 3–5 years' experience in clinic administration, client services, or healthcare operations.
- Proven experience in staff supervision across multiple locations.

### Leadership & Team Development

- Demonstrated leadership abilities, including mentoring, coaching, and team facilitation.
- Ability to foster collaboration among diverse teams and stakeholders.
- Skilled in conflict resolution, guiding teams toward practical solutions.

### Operations & Organizational Skills

- Strong organizational, analytical, and problem-solving skills.
- Ability to assess urgency, prioritize effectively, and make strategic, timely decisions.
- Capable of managing multiple priorities in a fast-paced, high-pressure environment.
- Experience with billing, financial reporting, and funder compliance.

### Communication & Technical Proficiency

- Excellent written and verbal communication skills with strong interpersonal awareness.
- Proficient in computer systems and databases, with strong attention to detail.
- Working knowledge of BoostLingo, BluePrint, and other relevant systems.

### Accessibility & Language Requirements

- Knowledge of accessibility and inclusion principles is considered an asset.
- Fluency in American Sign Language (ASL) is required.
- Valid driver's license and access to a reliable vehicle.

### Key Competencies

- **Leadership & Team Development:** Proven ability to lead, mentor, and develop high-performing teams, ensuring staff are equipped with the skills and knowledge to excel.

- **Operational & Process Management:** Strong capability in managing workflows, improving efficiencies, and implementing best practices to enhance service delivery.
- **Problem-Solving & Decision-Making:** Demonstrates sound judgment in assessing challenges, identifying solutions, and making informed decisions that align with organizational goals.
- **Technical Proficiency & Data Management:** Expertise in using and maintaining key databases (BoostLingo, BluePrint), ensuring data integrity, and leveraging technology to support operations.
- **Financial Acumen & Compliance:** Experience in billing, financial reporting, and managing funder requirements, with attention to accuracy and compliance.
- **Communication & Stakeholder Engagement:** Exceptional ability to communicate effectively with cross-functional teams, funders, and stakeholders to foster collaboration and ensure transparency.

### Hours of work

This position follows standard working hours of 8:30 AM to 4:30 PM or 9:00 AM to 5:00 PM, Monday to Friday, depending on organizational needs. Based at the Mount Pleasant location, the role operates in a collaborative, fast-paced environment and will require frequent travel to other office sites. Flexibility to adapt to changing priorities, along with the ability to work independently and collaboratively as part of a team, is essential. Occasional after-hours work may be required to address management responsibilities or support events and initiatives.

### About Wavefront Centre for Communication Accessibility

Established in 1956, Wavefront Centre for Communication Accessibility is a charitable not-for-profit organization operating as a social enterprise. Wavefront Centre delivers innovative services in Audiology & Hearing Healthcare, Accessible Communication Services, Accessibility Advisory Services, Community Outreach and Community Research that assist people who are Deaf, DeafBlind and Hard of Hearing achieve full communication accessibility.

### Mission, Vision, and Values

- **Mission:** Inspire, educate, and create positive change while promoting a more accessible and inclusive society.
- **Vision:** Change the landscape of products and services for Deaf, DeafBlind, and Hard of Hearing individuals, ensuring innovative solutions improve communication and connectivity.
- **Values:** Inclusiveness, Quality, Teamwork, and Engagement.

### Foundational Enablers

- **Partnerships:** Enhance connections for the communities served through collaborations.
- **Technology:** Embrace technology to improve programs and services.
- **Brand Awareness:** Strengthen awareness beyond BC.
- **Inclusion, Diversity, Equity, and Accessibility (IDEA):** Promote and practice these principles across all organizational efforts.

## Key Relationships

- Reports to: Director, Finance + Operations
- Collaborates with: Director, Audiology + Business Transformation, Manager, Clinical Serviced + Audiology, Manager, Accessibility + Communication Services, Management, Staff, Vendors, Stakeholders and other Partners
- Direct Reports: Client Success Coordinators

Wavefront Centre is committed to maintaining an inclusive, equitable, and accessible environment in all hiring practices.

**Email cover letter and resume to:** [careers@wavefrontcentre.ca](mailto: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.

**Application Deadline:** The position will be filled as soon as a suitable candidate is found.

For more information, visit: [Wavefront Centre](#) .