

Job Description

Title: Client Success Coordinator/Technician (Floater)

Location: Based out of Head Office (Quebec Street, Vancouver), with travel to other clinic locations as needed

Position Status: Full-time, 35 hours per week

Pay Range: \$27.95-\$32.50 per hour

Reports to: Manager, Client Services

Link to Job Description ASL: <https://youtu.be/MS6B4A1-hJQ>

ABOUT WAVEFRONT CENTRE

Established in 1956, Wavefront Centre for Communication Accessibility is a BC-based, charitable not-for-profit organization operating as a social enterprise. We provide innovative services in Audiology, Communication Devices, Counselling, Seniors Outreach, and Accessible Communication Services to help Deaf, DeafBlind, and Hard of Hearing individuals achieve full communication accessibility.

ABOUT THE OPPORTUNITY

Are you a warm, organized, and people-first professional who thrives in a healthcare setting? Do you enjoy supporting clients and helping a clinic run smoothly? Wavefront Centre for Communication Accessibility is seeking a **Client Success Coordinator/Technician (CSC)** who will work primarily out of our Vancouver Head Office and provide support across multiple clinics as needed. This "floater" role is ideal for someone with strong customer service skills, a collaborative spirit, and an interest in audiology and hearing care.

The Client Success Coordinator (CSC) is the first point of contact for clients and plays a key role in delivering an excellent patient experience. You will greet visitors, assist with scheduling, support audiologists with minor technical tasks, and help keep clinic operations running efficiently. Travel to our satellite locations (e.g., Tri-Cities or Kitsilano) will be required depending on staffing needs.

KEY RESPONSIBILITIES

Client Service & Support

- Greet clients warmly and direct them appropriately
- Notify audiologists and team members of client arrivals
- Respond to inquiries about hearing services via phone, email, and in person
- Schedule and confirm appointments
- Process payments and manage third-party billing
- Troubleshoot minor hearing aid issues and assist with basic repairs
- Maintain infection control protocols and ensure the front desk and clinic space remain clean and organized

Administrative Duties

- Prepare, send, and file clinical reports and documentation
- Support shipping, receiving, and inventory management for hearing aids and accessories
- Input and update client information in the database (e.g., Blueprint)
- Provide coverage at satellite locations as required
- Participate in regular staff meetings
- Assist with other tasks as directed by management

ABOUT YOU

Qualifications

- High school diploma or equivalent; post-secondary training is an asset
- At least 1 year of experience in a healthcare, clinical, or administrative setting
- Previous experience in audiology, or as an audiometric technician, is a strong asset
- Valid BC Driver's License and willingness to travel to other clinic sites as needed

Skills & Attributes

- Excellent communication and interpersonal skills, both verbal and written
- Friendly, empathetic, and calm under pressure
- Ability to work independently and as part of a team
- Strong attention to detail, organization, and time management
- Proficient in Microsoft Office and clinical database systems
- Willingness to learn basic audiology equipment handling and minor hearing aid troubleshooting
- Experience working with seniors or the Deaf and Hard of Hearing community is an asset
- Basic ASL or willingness to learn is preferred

WHAT WE OFFER

- Comprehensive benefits package (extended health & dental)
- Generous time-off including vacation, sick days, and personal leave
- Opportunities for professional development in audiology and communication accessibility
- Meaningful work with a mission-driven non-profit and social enterprise

TO APPLY

Email your **cover letter and resume in PDF format** to: careers@wavefrontcentre.ca

Include **"Client Success Coordinator/Technician (Floater)"** in the subject line.
Only short-listed candidates will be contacted.

Application Deadline: Open until filled

Wavefront Centre is committed to employment equity and welcomes applications from individuals who identify as Deaf, DeafBlind, or Hard of Hearing, and members of underrepresented groups. We provide accommodations and accessible formats upon request.