



**The Western Institute for the Deaf and Hard of Hearing (WIDHH)** is a unique non-profit service organization for Deaf and Hard of Hearing citizens. Our Agency provides services in Audiology, Counselling, Sign Language Interpreting and Communication Devices.

The **Audiology Department** provides diagnostic hearing assessments, hearing aid services, information workshops and classes. Our Vancouver –Willow location is seeking a personable, team-oriented individual to join our professional team:

### **Client Services Coordinator (Permanent Full-Time)**

#### **Responsibilities include Reception & Clinical Assistance:**

- Greeting clients; answering phones; scheduling appointments; processing financial transactions
- Preparing and mailing out clinical reports; filing; faxing; database management
- Shipping, receiving, and management of hearing aid and supply inventory
- Providing information to clients
- Third party billings
- Troubleshooting and performing minor repairs on faulty hearing aids
- Training clients on hearing aid use and maintenance
- Maintaining clinical infection control procedures
- Providing audiometric technical support to the Audiologists

#### **Preferred skill sets:**

- Independent self-starter with a strong reception and administrative background.
- Effective problem-solver with excellent organizational and analytical skills.
- Excellent attention to detail.
- Highly proficient in written and oral English.
- Strong aptitude for MS office and database programs.
- An interest in working with deaf and hard of hearing individuals, and seniors.
- Sign language skills are an asset but not mandatory.

The start date for this position is Monday February 1<sup>st</sup>, 2016.  
Hours of work are Monday to Friday, 9:00am to 5:00pm.

**The application deadline is Friday January 15<sup>th</sup>, 2016.**

**Please reply in confidence with cover letter and resume to:**

Grace Shyng, Head of Audiology  
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