



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 Head Office location (2125 West 7th Avenue, Vancouver) 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 relief reception services to the satellite offices
- Providing information to clients
- Third party billings
- Troubleshooting and performing minor repairs on faulty hearing aids
- Assisting in the maintenance of 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.
- Passionate about delivering excellent customer service.
- 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.

Hours of work are Monday to Friday, 9:00am to 5:00pm.

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

Please reply in confidence with cover letter and resume to:

Grace Shyng, Head of Audiology
Western Institute for the Deaf and Hard of Hearing
Email: gshyng@widhh.com

www.widhh.com