

WIDEX CANADA LTD.

Widex has an opportunity for a **Customer Field Trainer/Account Manager - Western Canada (Alberta based)** who will be responsible for building and maintaining customer relationships as a means of growing current customer's own customer base. He/she will generate and increase Widex's revenue by prospecting new business. The Trainer/Account Manager operates in field service to educate and explain to our customers the programming of our hearing systems at the customer's site. The Trainer/Account Manager will provide technical expertise to support our customers and their client base in a variety of events. The role will consist of 80% Field Trainer responsibilities and 20% Account Manager responsibilities (approximately).

Widex is one of the world's leading producers of digital hearing aids. Widex distributes hearing aids to hearing healthcare professionals across Canada from their office and production facility in Burlington, Ontario.

<http://www.widex.ca/>

The successful candidate will be responsible for the following:

Trainer Responsibilities -

- Provide various levels of training as required by Customer in the field.
- Educate internal and external customers on all things "Widex".
- Develop and execute one-to-one and group training sessions, primarily at Customer site.
- Present at professional educational/community seminars, conventions, conferences & customer events.
- Create web-based educational tools and provide customer assistance.
- Assist accounts with marketing events.
- Attend Open Houses.
- Assist in creating/editing of educational materials and easy-to-use guides.
- Assist patients and trouble shoot when necessary.
- Provide technology updates.
- Account plan with Field Account Managers and Inside Sales Representatives on a weekly/monthly basis.

Account Manager Responsibilities -

- Generate revenues / sales by maintaining contact with existing customer base and spotting new opportunities.
- Prospect and develop new business by actively identifying and capitalizing on opportunities in the marketplace.
- Contribute to the development of the annual sales / business development plan, including sales targets, related action steps and timelines.
- Develop, coordinate and deliver presentations to existing as well as prospective new customers / contacts.

Education/Work experience requirements:

- Master's Degree in Audiology or equivalent;
- 1-3 years experience in hearing aid training environment preferred;
- Sales experience preferred;
- Membership in the professional colleges and /or associations required to practice in place of primary employment;
- Valid driver's license;
- Ability to travel extensively is mandatory (approximately 50%)

Key technical & behavioural competencies:

- Strong written and verbal communication skills;
- Proven leadership skills – people and marketplace;
- Ability to multi-task and meet tight job / task / project deadlines;
- Focus on delivering high levels of product quality;
- Strong presentation & interpersonal skills to communicate complex information to diverse audiences;
- Demonstrated skills in time management, planning and organization;
- Ability to work well independently and in a team environment;
- Able to maintain confidentiality / privacy of information;
- Commitment to continuous improvement (i.e. process improvements);
- High achievement motivation – demonstrated results orientation;
- Demonstrated impact and influence skills;
- Ability to build and maintain strong business relationships;
- Ability to take initiative and be resourceful;
- Well-developed problem solving and decision making capabilities;
- Proven strategic thinking, analytical and conceptual skills;
- Ability to negotiate with professionalism, tact and diplomacy;
- Demonstrated knowledge of MS Office applications (PowerPoint, Excel and Word).

Interested candidates should submit a cover letter and resume to j.french@widexcanada.com quoting "Customer Field Trainer/Account Manager - Western Canada" in the subject line. To be considered, please reply outlining salary expectations.

We thank all candidates for their interest; however only those most qualified will be contacted.