

Have you ever watched one of those videos where someone who was born deaf hears a human voice for the very first time by using advanced technology? It's a miracle moment. Hearing is not just one of the five senses – it's the gateway for human connection, and an irreplaceable means of comprehension.

That's why we are so passionate about creating quality hearing systems that enable people to communicate without limitation. In a world of constant advancement, we have always been at the forefront of hearing system technology and a leader in setting new standards. We're in the business of making a world of difference for our customers.

Is this something you'd like to a part of?

The Role:

We are currently looking for a Clinical Support and Business Development Manager – Cochlear Implant to focus on maintaining strong relationships with our Cochlear implant customers by keeping a continuous communication stream, providing clinical support and providing exceptional customer service support to represent the Company in an exemplary and professional manner.

This role will be home based with significant travel throughout Ontario, the Eastern provinces, and Manitoba.

In this role you will:

- Be the sole representative and clinical support for a specified territory/geographical region responsible for supporting the different cochlear implants clinics and patients
- Build and maintain long-term relationships with customers such as hospital administrators, surgeons, audiologists, and speech/language pathologists to achieve exceptional aftercare service
- Train clients on how to best use our products; assist clinicians (ENT and audiologist) on how to troubleshoot difficult situations
- Responsible for preparing and conducting technical presentations and demonstrations when appropriate
- Frequent travel to customers and potential customers' facilities providing them with information and support as required
- Provide a high level of customer service to ensure customer satisfaction with the Company's products and services
- Communicate customer requirements and request support from other departments as necessary to assist in achieving established objectives
- Recommend to the Company areas of future growth potential such as new market strategies, etc.
- Work closely with the Customer Service team in order to achieve exceptional service

- Provide timely reporting of activities in the field and special reporting to assist in business and product planning
- Provide product performance feedback to the Field Sales Manager and/or Technical experts within the Company
- Work with the Marketing team to represent the Company at various conferences, seminars, workshop development and presentation, and trade shows when appropriate
- May perform special projects as required

Here's Who We're Looking For

- A related degree in audiology is required
- Excellent verbal, written, and telephone communication skills and interpersonal skills to interact with customers
- Excellent presentation, negotiation, and organizational skills with technical aptitude
- Strong knowledge of Microsoft Office applications; specifically Excel, PowerPoint and Word
- Must have a minimum of 2+ years of programming cochlear implants
- Ability to represent the Company in a professional and courteous manner
- Able to travel a minimum of 50% of the time conducting sales visits

Why Should You Work With Us?

- Worldwide and Canadian leader in hearing health care
- Competitive Salary with annual reviews
- Excellent medical benefits including dental, vision and health, Employee Assistance Program
- Fitness / Exercise spending account
- Group RRSP plan
- 3 weeks' vacation | 4 weeks' after 2 years
- Team valued organization
- State of the art facility, career development programs and a fun social atmosphere

How to Apply

Join our team as we continue our commitment to excellence in hearing care. Please send your CV and salary expectations to **ddma@dgs.com** | **Subject heading 'Clinical Support and Business Development Manager - CI'**.

Please check us out on YouTube or our LinkedIn sites | www.oticonmedical.com