**Position: Bilingual Customer Field Trainer**

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| We have an exciting opportunity for a French Trainer (8-10 month contract) to help support our Quebec territory. |
| **Primary Objective:** To build and maintain customer relationships as a means of growing current customer's own customer base. The Customer Field Trainer operates in field service to educate and explain to our customers the programming of our hearing systems at the customer’s site. Additionally, the Trainer will provide technical expertise to support our customers and their client base in a variety of events. |
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| **Key Responsibilities:**   * Field based position providing various levels of training as required by Customer * 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 * Build and maintain customer relationships * Assist patients and trouble shoot when necessary * Provide technology updates   **Education/Work Experience Requirements:**   * Master’s Degree in Audiology or equivalent * 1-3 years experience in hearing aid training environment preferred * Membership in the professional colleges and /or associations required to practice in place of primary employment * Valid driver’s license – Quebec territory (day to day visits to local clinics) * Ability to travel overnight (very limited) * **Fully fluent in French (& English)**   **Key Technical & Behavioral Competencies:**   * Strong written and verbal communication skills * 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 * 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) |
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