**JOB POSTING**

**Sales Product & Software Trainer**

**We are Bernafon**

Since 1946, we have been passionate about developing and marketing quality hearing systems that enable people with hearing difficulties to enjoy authentic listening experiences. With Swiss Engineering, precision technology, and our commitment to individual service, we strive to exceed our customers' expectations. Our aim is to provide extra value to our partners every day. Bernafon representatives and employees in over 70 countries fulfill our vision.

**The Role:**

We are currently looking for a Product & Software trainer to provide a high level of technical customer service, audiological support and product training to the Companys’ customers.

This role will be home based with significant travel throughout Western Canada.

**In this Role you will:**

* Provide a high level of customer service with respect to resolution of quality and technical issues to ensure customer satisfaction with the Company’s products and services
* Provide Audiological telephone/email support for all Bernafon products and accessories
* Work on special projects such as technical tips and support manuals for the Health Care Professionals
* Work closely with Sales Reps to maintain and grow positive relations with some of the Company’s customer accounts by making customer site visits to provide fitting support/training
* Create, maintain and present training materials/presentations
* Stay abreast of changes, technological advances, and the Company’s competitors in the hearing aid industry and share this knowledge with the Company’s staff where appropriate.
* Liaise between the Company and Industry professional Audiological Associations.
* Train/support customers on products & software
* Provide guidance/instructions on care and use of hearing instruments to the Company’s customers where appropriate.
* Participate in Product Launch Teams
* Participate in Trade show planning teams
* Support Noah /Oasis software
* Participate in continuous improvement initiative
* 75 % of your time will be travelling onsite to Hearing aid/Audiology Clinics (domestic)

**Here’s who we’re looking for:**

* A Masters degree in Audiology or a Diploma in Hearing Instrument Specialist is required
* Must be eligible for CASLPO (College of Audiologists and Speech-Language Pathologists of Ontario) or AHIP (Association of Hearing Instrument Specialists of Ontario) registration
* 1+ years’ experience working as a clinical audiologist/HIS
* Knowledge of Noah audiogram, fitting, and client database management software is preferred
* Excellent verbal and written communication skills and interpersonal skills to interact with customers
* Must have 1+ years of experience in a Windows environment (with word processing and spreadsheet applications)
* Ability to represent the Company in a professional and courteous manner
* Travel required
* Must have own vehicle and valid drivers license

**What do we Offer?**

* Competitive salary with annual reviews
* Excellent medical benefits, including dental, vision and health, employee Assistance Program
* Fitness/exercise spending account
* Group RRSP contributions
* 3 weeks vacation
* Dynamic work atmosphere
* Career development programs and opportunities
* Paid annual professional membership dues

**Apply Today!**

If you are ready to join our team, please send your resume to [careers@bernafon.ca](mailto:careers@bernafon.ca)

*Accommodation is available upon request for applicants with disabilities in the recruitment and assessment process and when hired.*