**Job Description**

**Position: Account Manager & Field Trainer, British Columbia & Saskatchewan**

**Primary Focus:**

To build and maintain customer relationships and prospecting new business while generating and increasing revenue. The Account Manager / Trainer will provide technical audiological expertise to support our customers and their client base. The role will consist of 50% Field Trainer responsibilities and 50% Account Manager responsibilities.

**Key Responsibilities:**

*Trainer Responsibilities -*

* Educate internal and external customers on all things “Widex”.
* Provide various levels of training as required by customer in the field.
* Develop and execute one-to-one and group training sessions, primarily at customer site.
* Assist customers with selection, fitting, fine-tuning and trouble-shooting on remotely as well at customers’ office.
* Assist with Technical Support telephone calls when required
* Present at professional educational/community seminars, conventions, conferences & customer events.
* Assist customers with marketing events, attend Open Houses / Demo days.
* Assist in creating/editing of educational materials and easy-to-use reference guides.
* Assist with patient fittings and troubleshoot when necessary.
* Provide technology updates to customers.

*Account Manager Responsibilities -*

* Generate revenues / sales by maintaining contact with existing customer base.
* 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.
* Quick and timely follow up with customer complaints and/or requests
* Establish relationships with key decision makers within the industry.
* Maintain and track sales calls & contacts made and manage customer account information.
* Maintain Customer Relationship Management (CRM) program.
* Perform other responsibilities as assigned.

**Key Contacts/Relationships External and Internal:**

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| --- | --- |
| **Internal:** | **External**: |
| * General Manager * Director of Sales * National Sales / BD Manager * Operations / Production Manager * Customer Care Department * Controller | * Customers * Patients * Canadian Academy of Audiology * Various Hearing Instrument Practitioner Associations * Advertising agencies |
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**Working Environment:**

* Professional office environment
* Mid to high-level computer use; frequent contact by e-mail, phone and in person
* Travel in all weather conditions: plane and car

**Working Hours:**

* Work hours are 8:00am-4:30 pm when working in-house. Lunch break is 1 hour unpaid
* Flexibility required with significant time investment during periods of heavy customer demand
* Lieu time provided during periods of significant travel.
* Evening hours / weekend hours required to attend meetings and/or special functions
* In order to accommodate customers, breakfast and dinner meetings are necessary.
* It is necessary to work weekends for conferences, special events and according to customer needs.
* Regular (daily) local travel by car
* National air travel required (approximately 1-2 x’s per month). More air travel may be required during special functions.

**Education/Professional Development/Work Experience Requirements:**

* University Degree or College Diploma
* Master’s Degree in Audiology or equivalent and / or hearing aid related experience preferred
* 5+ years of sales experience
* 1-3 years’ experience in hearing aid training environment preferred
* Valid driver’s license
* Ability to travel extensively is mandatory (approximately 50%)

**Behavioral Competencies Required:**

* Proven leadership skills – people and marketplace
* Ability to multi-task and meet tight job / task / project deadlines
* Demonstrated skills in time management, planning and organization
* Strong interpersonal skills for working effectively with team and customers
* Ability to work well independently
* Able to maintain confidentiality / privacy of information
* Presentation skills to communicate technical data and information to customers
* Commitment to continuous improvement – make suggestions for improvement to processes
* Strong teamwork and cooperation skills
* 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
* Excellent written communication skills
* Strong verbal communication skills
* Ability to negotiate with professionalism, tact and diplomacy

**Technical Competencies Required:**

* Preference on working knowledge of all Widex products / service offerings
* Working knowledge of digital hearing aid components and electronics, including microphones, amplifiers, receivers, and volume controls etc.
* Troubleshooting skills for identification of malfunction or problems with digital hearing instruments and the related components etc.
* Advanced computer proficiency – Microsoft (Word, Excel, Power Point), email, internet, IPAD.
* Flexibility and capability to manage and execute multiple tasks/priorities/projects
* Operate machines, equipment and tools – computers, hand held programmers, IPADs and hearing aids
* Solid business acumen and strategic business sense
* Ability (Licensed) to operate a motor vehicle

Please send resumes to t.hardy@widexcanada.com