



At Sonova, our vision is straightforward. We foster a world in which there is a solution to every hearing loss and all people equally enjoy the delight of hearing. We are not just a company that makes products: we are a team on a mission to help people enjoy the delight of hearing. Collectively, we aim to be the most respected hearing care company in the world.

In this role, you will have an opportunity to work with one of our innovative brands, **Unitron**, in the Mississauga Laboratory

As a member of our Sonova team, you will play a critical role in our success in the Canadian hearing health market. Our customers are our primary focus, and you will provide them with outstanding care, ensuring they receive the assistance and guidance they need to successfully fit our products, meet their patients' needs and build their business.

The position of **Audiology Technical Support Laboratory** is responsible for product/repair troubleshooting and with providing technical fitting support and advice both externally to our customers, and internally to customer service, sales and laboratory technicians, etc. Outbound calls are made regularly to customers to provide advice and support on Unitron products that have come through the lab for repairs and servicing.

The experience you will bring:

- Qualified Hearing Instrument Specialist
- Member of OAQ/AHIP
- Good computer skills in a Windows environment
- Excellent organizational, communication and interpersonal skills
- In-depth knowledge of hearing aids and willingness to learn and stay current
- Ability to handle/resolve customer complaints diplomatically, both over the phone and in writing
- Ability to work independently and as part of a team
- Previous clinical or hearing industry experience a plus

Your key competencies will include:

- Resolves customer complaints and issues related to all Unitron devices seen in the lab
- Collaborate with custom product specialist on fit issues or any related custom product issues
- Liaises with production manager and staff to resolve issues as needed
- Makes outbound calls to follow-up on queries related to product repairs
- Keeps informed on new technologies relating to hearing aids
- Documents and reports problems highlighted by customers for both new and existing products
- May be required to participate in trade shows and other events as requested
- Performs other duties as required by the manager

We thank all applicants in advance; however only individuals selected for an interview will be contacted. All applications will be kept confidential. Sonova is an equal opportunity employer. Applicants who require reasonable accommodation to complete the application and/or interview process should notify the Director, Human Resources.

Sonova's hiring practices are aligned with human rights laws, which guarantee every person equal treatment in regard to employment and opportunity for employment, regardless of race, color, creed/religion, sex, sexual orientation, marital status, age, mental or physical disability.

Please email your CV to HR.Canada@sonova.com, with **Audiology Technical Support** in the subject line.

Join our mission and become part of our amazing team!