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M E D I C A L sound matters

**Clinical Support & Business Development Manager**

**Oticon Medical**

Demant is a global market leader in hearing healthcare – we are looking for an energetic hearing healthcare professional to join the Oticon Medical Team in Canada

**The Role:**

Oticon Medical is seeking to add a Clinical Support and Business Development Manager to represent our Cochlear Implant products in Western Canada. This person will be a product expert – providing initial and ongoing training for the teams of healthcare professionals that support Cochlear Implant patients at all levels of their journey. The role will hold responsibility for all aspects of the Implant centres’ Oticon Medical experience and work to meet the organization’s goals in Western Canada.

**In this role you will:**

* Travel to customers and potential customers’ facilities nationally and internationally.
* Train and support our customers and new clinical partners on products, software, surgical procedures, and post-surgical support
* Provide surgical support in the operating room when/where Oticon Medical products are being used
* Build and maintain long-term relationships with customers such as Audiologists, Surgeons, Surgical Support Staff, Rehabilitation Teams, Purchasing and Procurement Teams and others
* Be responsible for providing 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.
* Be responsible for preparing and conducting technical presentations and demonstrations for events such as conferences, workshops, and end user events.
* Be responsible for reaching the territory sales goals for region
* Work collaboratively with the other members of the Oticon Medical team to execute our Canadian strategy

**Here’s who we are looking for:**

* Master’s degree in Audiology or a combination of other relevant education and experience
* Able to travel frequently (up to 50%) within territory and nationally.
* Excellent verbal and written communication skills and interpersonal skills.
* Highly motivated, self-starter and team player who can work independently
* Excellent presentation, negotiation, and organizational skills with technical aptitude.
* Ability to work in a complex environment with varying degree of tasks (sales, training, tech support, telephone support, etc.).
* Ability to represent the Company in a professional and courteous manner.
* Access to own vehicle with a valid driver’s license.
* Surgical device sales and support experience is preferred
* Experience fitting and troubleshooting hearing aids or hearing implants also preferred

**Why should you work with us?**

* 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 Donna Pastway at [dpas@demant.com](mailto:dpas@demant.com) by December 4, 2020.

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