

Formed in 2019, through the merger of Sivantos and Widex, WS Audiology combines over 140 years' experience in pioneering the use of technology to help people with hearing loss hear the sounds that make life wonderful. We are active in over 125 markets and employ 11,000 people worldwide. Our broad portfolio of hearing related products and services generates annual revenues of around EUR 1.7 billion.

Lifestyle Hearing Corporation is looking for individuals who are committed to delivering the highest level of hearing care and who are passionate about helping people hear better.

At Lifestyle Hearing Corporation Canada, we are looking for an engaging **Hearing Instrument Practitioner - Sidney BC** to provide technological & audiological support and training for our customers. The ideal candidate will be passionate about building strong relationships and delivering solutions to our customers in relation to our superior product portfolio.

Key Responsibilities:

- To conduct and interpret hearing tests for the purpose of selecting suitable hearing aids, making earmolds or ear impressions and providing appropriate recommendations.
- Provide standardized hearing evaluations for the purposes of hearing aid candidacy including effective masking as described by Company practice guidelines
- Comply with Company guidelines for medical clearance and consultation
- Provide a high standard of client care by proactively serving our customers from the first encounter to all future hearing needs
- To select, fit and verify appropriate amplification
- Maintain an expertise in the selling, fitting and troubleshooting of current hearing aid technology
- Maintain any required professional membership/license/registration and CEU requirements
- Recognize audiological equipment needs and follow company guidelines for appropriate repair and annual calibration
- Follow both Operational and Quality Assurance guidelines as set forth by the Company
- Follow the company's work and safety procedures and policies
- Attend scheduled meetings
- To achieve and maintain levels of professional statistics that are indicative of a high standard of client care
- Working with the front office staff in booking both walk-in clients and incoming phone calls
- Ensuring that clients are followed-up so that appropriate client care is provided
- Networking within the medical and client community
- Follow established marketing tools to enhance our business opportunities and provide the avenues to create new ones (i.e. client referral program)
- To work within a team environment with other member of the center staff in achieving goals established by Regional and Main office management

- Performs other duties as assigned
- Adhere to the Quality Improvement Plan, including:
- Practice Guidelines that establish testing procedures, interpretation standards, referral protocols and hearing aid selection, verification, and fitting procedures
- Client's Bill of Rights that outline the expectations of hearing care provider and client when services are performed
- Professional Code of Ethics that describes the expected work and professional habits of hearing care providers
- Medical Reporting System whereby the quality of testing skills and appropriateness of applied knowledge is evaluated relative to completeness, timeliness and accuracy
- Quality Intervention Program that provides individual training on issues that are indicated by the Medical Reporting System
- Infection Control Program to reduce the risk of contamination by pathogenic germs
- Client Opinion Surveys that are designed to monitor client opinion on customer service and hearing aid satisfaction
- Center Assessments that assess management and organizational skills

Education, Licenses, Certifications:

- Minimum education is a College Diploma from a recognized Hearing Instrument Specialist program, or equivalent.
- Where applicable, registration with regulatory college or provincially recognized licensing body/professional membership is required.
- Where applicable, current registration in good standing with regulatory college or provincially recognized licensing body is required.
- Eligibility for participating in third party programs is also a requirement

Knowledge/Skills/Travel:

- While performing the duties of this job, the employee is regularly using their hands to finger, handle, or feel and talk or hear.
- The employee frequently is required to sit and reach with hands and arms.
- The employee is occasionally required to stand and walk.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Experience:

- At least one year of diagnostic/dispensing experience (not applicable for initial practice registrants).
- Current knowledge of hearing health care products and services is an asset.

Join our team and start your journey to helping people hear better.

Please submit your resume with cover letter to Permjeet.ghandial@wsa.com