



Leader and Manager: Education, Training, and Instructional Design

Starkey Canada is currently pursuing a Manager of Education, Training, and Instructional Design to join our growing team. This position will be responsible for leading and managing the Audiology and Training team as well as developing training plans primarily focused on adult learning and instructional design concepts.

What You Will Do

This role includes planning, development, management, communication, and delivery of training to internal and external customers as needed. This role also requires staying abreast of new and evolving instructional design tools to help maintain Starkey's status as a world-class leader in education. Organizing project workflow and meeting deadlines are critical, as well as managing the team in a manner that aligns with our performance-based culture. Responsibilities for this position include:

Team Leadership and Coaching

- Lead the training & education team through regular coaching mentoring and feedback.

Developing Training Plans

- Work with sales management to develop training plans in coordination with selling period strategies.
- Work closely with Corporate Education and Training, Product Management, Marketing, and Sales to ensure the team has the required level of technical knowledge to support our customers.
- Creation of and management of HIS/AUD Canadian student engagement program.
- Participate in budget discussions and manage expenses to budget on an annual basis.

Training Design

- Implement and utilize Adult Learning concepts in the development of engaging and impactful in-person and online training and presentations.
- Assist with the development of messaging and training content for both technology and practice management topics where appropriate.
- Utilize Adult Learning in the development of engaging and impactful in-person and online training and presentations.
- Design and develop multimedia learning materials as needed for both online and face-to-face experiences.
- Design interactive learning materials which may include video demonstrations, animation, and other branded materials to enhance learning.
- Seek out new and innovative approaches to instructional design.

Training Delivery and Evaluation

- Coordinate and facilitate regional training schedules.
- Coordinate and facilitate online training for customers. Ensure training message is consistent with the Market message and sales focus.



- Use survey tools and training evaluation techniques to determine the effectiveness of training and needs for future content.

You Have / You Are

- Licensed as a Hearing Instrument Specialist or degree in Audiology (preferred).
- Certification in Instructional Design, or training in progress toward certification.
- Knowledge of the hearing aid industry is required.
- Minimum of 3 years of management experience.
- Teaching and/or training experience required.
- Excellent presentation and communication skills.
- Ability to present Starkey at industry conferences.
- Fluent with various computer skills/programs.
- Flexible to travel – visit customers across Canada and attend corporate business meetings.

What We Offer

- We care about our People, their growth, and development.
- Competitive salary with annual reviews.
- Excellent medical benefits, health, and wellness spending account & a generous PTO policy.

Who We Are

Starkey is a global leader in the hearing technology industry. Our hearing aids incorporate Artificial Intelligence that goes beyond just sound amplification. We provide caring products to our customers, and we believe in changing the world through hearing using the latest advancements in technology.

We are in the business of connecting people and changing lives. This is your opportunity to join a Caring and Dedicated team and grow your career with us.

Our Culture

- An experienced team built around a culture of development and knowledge-sharing.
- We celebrate innovation - providing our patients with the most innovative technology and the most effective hearing devices.
- A family environment – we treat each other with respect and celebrate our success.
- We serve our customers with passion, purpose, and excellence.

We require our customer-facing employees to be fully vaccinated against Covid-19. Please discuss with us any accommodations (if needed). We are committed to an inclusive, equitable, and accessible workplace. Accommodations are available upon request for candidates taking part in all aspects of the selection process.

Send your application to ca_career@starkey.com