

Demant is a world-leading hearing healthcare group that offers solutions and services to help people with hearing loss connect and communicate with the world around them. For more than a century, the Demant Group has played a vital part in developing innovative technologies and know-how to help improve people's hearing and health. In every aspect, from hearing devices, hearing implants and diagnostic equipment to hearing care all over the world, Demant is active and engaged. A growing business in intelligent audio solutions for gaming and office communication is also a significant part of the Group.

Scope

Reporting to the Director of Oticon Medical, **Clinical Support and Business Development Manager - Western Canada** is responsible to develop new business by building new customer accounts with our Bone Anchored hearing aid product line. The position also focuses on maintaining strong relationships with customers by keeping a continuous communication stream, while providing exceptional customer service support to represent the Company in an exemplary and professional manner.

Major Duties and Responsibilities

- Sole representative for a specified territory/geographical region responsible for developing new business through identifying and assessing sales opportunities.
- Build and maintain long-term relationships with customers such as hospital administrators, surgeons, audiologists, and speech/language pathologists to achieve territory sales goals and to leverage additional opportunities.
- Create new business partners for increased sales growth.
- Responsible for preparing and conducting technical presentations and demonstrations when appropriate.
- Frequent travel to customers and potential customers' facilities providing them with information and support as required to secure business, including training and supporting clients with audiological assessments, trials and fittings as needed.
- Provide a high level of customer service to ensure customer satisfaction with the Company's products and services.
- Communicate customer requirements and request support from other departments as necessary to assist in achieving established objectives.
- Recommend to the Company areas of future growth potential such as new market strategies, etc.
- Assure that sales activities in the territory comply with the Company's sales policies and procedures.
- Work closely with the Customer Service team in order to achieve territory goals
- Provide timely reporting of activities in the field and special reporting to assist in business and product planning.
- Provide product performance feedback to the Field Sales Manager and/or Technical experts within the Company.
- Work with the Marketing team to represent the Company at various conferences, seminars, workshop development and presentation, and trade shows when appropriate.
- Required to travel 70% of the time conducting sales visits.
- May perform special projects as required.

Qualifications

To perform this job successfully, an individual must be able to perform each major duty and accountability satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and Experience

- An Audiology degree is required, minimum one-year clinical experience.
- Excellent verbal, written, and telephone communication skills and interpersonal skills to interact with customers.
- Excellent presentation, negotiation, and organizational skills with technical aptitude.
- Strong knowledge of Microsoft Office applications; specifically, Excel, PowerPoint and Word.
- Ability to represent the Company in a professional and courteous manner.

Problem Solving/Judgment and Decision Making:

Works on a variety of problems of moderate scope and complexity where analysis of data and/or situations requires evaluation of various factors. Exercise judgment within established practices to determine appropriate action. Decisions are made within established standard practices and policies. Provide information, assistance, and recommendations which are used in the management decision-making process and in support of sales and customer satisfaction.

Internal and External Contacts:

Mainly interacts with customers and potential customers. Routinely interacts with other team members in the Sales and Customer Service team. Regular contact with non-management and management staff in Audiology, Marketing and Accounting.

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 paid vacation
- Dynamic work atmosphere
- Career development programs and opportunities

Disclaimer Note:

This job description is not intended to be, nor should it be construed as, a contract of employment, nor as an exhaustive statement of duties, responsibilities or requirements. This job description is to be used as a guideline to give you an understanding of what the Company has defined this position to be by describing the general content of the responsibilities for the performance of this job. The Company reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.

Accommodation

Demant is committed to building an inclusive environment and will provide accommodations in accordance with the AODA (Accessibility for Ontarians with Disabilities Act). Please clearly indicate in your application any accommodations you will require throughout the recruitment process.

While we appreciate the interest of all applicants, only those selected for an interview will be contacted.