



Consultant – Audiology Support (12-month contract)

Sonova is a global leader in innovative hearing solutions: from personal audio devices and wireless communication systems to audiological care services, hearing aids and cochlear implants. We operate through four businesses – Hearing Instruments, Audiological Care, Consumer Hearing and Cochlear Implants – and the core brands Phonak, Unitron, AudioNova, Sennheiser (under license) and Advanced Bionics as well as recognized regional brands. At Sonova we create sense by bringing sound to life. Sonova has more than 17,000 committed employees in over 100 countries, all of whom contribute to something greater than themselves – they transform lives. Join our mission and become part of our team! Apply now for the following position: Consultant - Audiology Support.

Overview: In the position of Consultant - Audiology Support you will be responsible for providing Audiological support predominantly via telephone and for providing some educational support at seminars and webinars during product launches.

What you'll do:

- Provide Audiological support via telephone.
- Resolve customer complaints and problems related to fitting hearing aids and Roger.
- Keep informed on new technologies as it relates to hearing aids.
- Provide support or hands-on training at events as needed.
- Assist with content creation and presenting at events and webinars.

What you bring to the team:

- Independent Contractor with background in Audiology or Hearing Instrument Practitioner
- Bilingual: French and English
- In-depth knowledge of hearing aids and FM systems and willingness to learn and stay current
- Ability to handle and resolve customer complaints diplomatically
- Ability to work independently
- Good knowledge of personal computers, office software including word processing, spreadsheet, email, and presentation software, as well as hearing aid fitting software including NOAH and PFG, and iPFG
- Demonstrated project management and marketing program development skills

What it is like to work with us:

- Exciting and challenging work environment
- Collaborative culture
- Opportunities for flexible remote work environment

- A company that values diversity and inclusion

We change lives through our products and services – help us make a difference!