

Clinical and Sales Trainer

Purpose of the Position / Job Summary: The Clinical and Sales Trainer will support lead the development and delivery of a variety of sales and clinical support programs. The position will also focus on building and maintaining strong relationships with customers and developing new sales opportunities. This role will be home based but will require travel throughout Canada.

Job Description / Role and Responsibility:

The Clinical & Sales Support Specialist will lead initiatives that support the Oticon sales, marketing, audiology, and customer service teams to support the audiology field trainers, and business development managers. They will also support the Regional Sales Director with management tasks as needed.

Responsibilities Include:

- Support the Audiology Field Trainers, Business Development Managers, and Regional Sales Directors with territory coverage, training, communications, customer service, program support, and admin support
- Develop and deliver training and support for customers on products, software, and clinical best practices
- Support Oticon partner clinics with their open house events and community outreach efforts
- Prepare and conduct presentations and demonstrations for events such as launches, conferences, workshops, open houses, and various community outreach events
- Lead the ongoing development and delivery of Oticon Canada's local pillar programs such as EDGE, Partnership In Hearing, Summer Camp, and Oticon Inspired
- Build and maintain long-term relationships with customers
- Support the development of new sales opportunities Other sales and clinic support tasks and responsibilities as needed

Responsibilities for Western Canada:

- Support Western Team with territory coverage, training, and admin support
- Western University/College program support
- Western Open House and Conference support
- Summer Camp Support
- Key account support
- Sales Team marketing collateral support
- Ida/PIH program development

Education and Related Experience (both roles):

- Master's degree in Audiology, and/or other relevant education.
- 1-3 years' experience working in a clinical setting dispensing hearing aids
- Background knowledge with audiological tasks such as testing, fitting, and programming software with both Adults and Pediatrics
- Able to travel frequently (up to 50%) nationally and internationally if needed.
- Excellent verbal and written communication skills and interpersonal skills
- Highly motivated, self-starter and team player
- Able to work independently, prioritize tasks and manage time effectively
- Excellent presentation, 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
- Valid Passport