

**Job Title: Field Trainer – East**

**Location: Remote**

**Job Type: Full-Time**

**Reports To: Director, Oticon Medical Canada**

Demant is a global market leader in hearing healthcare – we are looking for an energetic hearing healthcare professional to join the Oticon Medical Team in Canada. Oticon Medical is a leading innovator in bone-anchored hearing technology, dedicated to improving the lives of individuals with hearing impairments. Our cutting-edge solutions empower hearing care professionals to offer life-changing experiences to their patients.

## **The Role:**

Oticon Medical is seeking to add a bilingual Field Trainer to our team in Central and Eastern Canada. In this role, you will quickly become an Oticon Medical implant expert. You will play a key role in training, assisting, and provide ongoing support to professional customers, existing Oticon Medical technology wearers and potential implant candidates in all aspects of the hearing implant journey.

The successful candidate will join the Clinical Support and Business Development managers in holding responsibility for the Oticon Medical experience both for B2B and B2C customers. You'll both work together to meet the organization's goals throughout Canada.

## **Key Responsibilities**

- Provide in-person (travel required) and virtual support to customers across Canada.
- Train professional customers and new clinical partners on implant candidacy as well as Oticon Medical products, software, surgical procedures, and provide post-surgical support.
- Provide surgical support in the operating room where Oticon Medical products are being used.
- Be responsible for providing a high level of customer service with respect to resolution of quality and technical issues to ensure customer satisfaction with the company's products and services.
- Assist in managing complex clinical cases, ensuring that both health care professionals and patients are fully supported throughout their journey with bone-anchored hearing devices.
- Prepare and conduct technical presentations as well as demonstrations for events such as training sessions, conferences, workshops, and end user events.
- Meet with potential implant recipients to answer questions and support their decision-making process.
- Develop relationships and deliver information sessions to regional hearing loss and implant patient support organizations across Canada.
- Collaborate with marketing teams to create professional and consumer resources as well as educational materials and presentations.
- Assist with the translation and development of bilingual resources and training materials
- Assist with RFP and contract submission in Quebec.
- Work collaboratively with the other members of the Oticon Medical team to execute our country-wide strategies and meet territory-specific performance goals.
- Other duties as assigned.

# Demant

Here's who we are looking for:

- Education or previous experience in hearing healthcare
- Candidate must be fluent in English as well as Canadian French
- Able to travel frequently (up to 50%) within Canada, as well as occasionally to the USA and internationally.
- Excellent verbal and written communication skills and interpersonal skills.
- Highly motivated, self-starter and team player who can work independently
- Excellent presentation, negotiation, and organizational skills with technical aptitude.
- Able to work in a complex environment with varying degree of tasks (sales, training, tech support, telephone support, etc.).
- Able to represent the Company in a professional and courteous manner.
- Access to own vehicle with a valid driver's license.
- Medical or surgical device sales and support experience is preferred
- Experience fitting and troubleshooting hearing aids or hearing implants also preferred

## 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 vacation
- Dynamic work atmosphere
- Career development programs and opportunities
- Paid annual professional membership dues

## Apply Today!

If you are ready to join our team, please send your resume to Yilin Zhao at [yihz@demant.com](mailto:yihz@demant.com).

*Accommodation is available upon request for applicants with disabilities in the recruitment and assessment process and when hired.*

**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.*