

Job Title: Clinical Territory Manager

Location: Western Canada, remote

Job Type: Full-Time

Reports To: Director, Oticon Medical Canada

About Us:

Demant is a global market leader in hearing healthcare. We are seeking 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 a **Clinical Support & Business Development Manager** to join our team in Western Canada. In this role, you will quickly become an expert in Oticon Medical implant technology and play a key role in providing ongoing support to professional customers, existing users of bone-anchored hearing systems, and potential implant candidates throughout their bone-anchored hearing journey.

You will also focus on developing new business opportunities within your territory, as well as maintaining and growing existing partnerships. In collaboration with the clinical field trainer and support team, you will be responsible for delivering an exceptional Oticon Medical customer experience—serving both B2B and B2C stakeholders. You will manage the business development pipeline and support the achievement of organizational goals in your territory.

Key Responsibilities

- Serve as the Oticon Medical representative for Western Canada, building and maintaining strong, long-term relationships with customers, stakeholders, and key opinion leaders.
- Identify, develop, and execute strategic business opportunities aligned with Oticon Medical's growth objectives to achieve sales targets.
- Manage the business development pipeline, including lead generation, opportunity tracking, and sales forecasting.
- Travel to customer sites to provide clinical and product support, including training, assessments, trials, fittings, and surgical assistance.
- Provide surgical support in the operating room where Oticon Medical products are used.

- Assist in managing complex clinical cases, ensuring both healthcare professionals and patients receive comprehensive support.
 - Lead contract negotiations and manage RFP processes with key accounts.
 - Develop strategic territory plans and provide recommendations for market expansion and growth opportunities.
 - Collaborate with internal teams to execute on territory and company-wide goals.
 - Ensure all sales activities in the territory comply with company policies and procedures.
 - Provide timely field reports and support business/product planning with market insights.
 - Manage and submit sales-related expenses.
 - Provide feedback on product performance, market trends, and potential innovations.
 - Represent the company at conferences, seminars, workshops, and trade shows.
 - Prepare and deliver technical presentations and product demonstrations.
 - Meet with potential implant candidates to provide guidance and support in the decision-making process.
 - Identify and engage with regional hearing loss and implant patient support organizations across Canada.
 - Perform other duties and special projects as assigned.
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Who We're Looking For

- **Education:** Audiology degree required, with a minimum of two years of clinical experience.
- **Language:** Fluency in English (spoken and written) is required.
- Strong verbal, written, and interpersonal communication skills.
- Highly motivated self-starter and team player, able to work independently.
- Excellent presentation, negotiation, and organizational skills with technical aptitude.
- Comfortable working in a dynamic environment with diverse responsibilities (sales, training, tech support, customer service).
- Commitment to delivering superior customer service.
- Proficient with Microsoft Office applications.
- Able and willing to travel frequently (up to 60%) within the territory, to the USA, and occasionally internationally.
- Professional and courteous demeanor, able to represent the company effectively.
- Access to a personal vehicle and a valid driver's license.

Preferred Qualifications:

- Experience in medical or surgical device sales and support.
 - Experience fitting and troubleshooting hearing aids or hearing implants.
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Why Work With Us?

- Competitive salary with annual performance reviews
- Excellent medical benefits, including dental, vision, health, and Employee Assistance Program
- Fitness/exercise spending account
- Group RRSP contributions
- 3 weeks' vacation
- Dynamic, collaborative work environment
- Career development programs and growth opportunities
- Paid annual professional membership dues

Apply Today!

If you are ready to join our team, please send your resume to 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.

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.