



WE'RE HIRING!

Territory Managers



APPLY NOW!

Job Title: Territory Manager

Location: Central (2) AND Western Canada (2)

Starkey is a world leader in the manufacturing and distribution of advanced hearing technologies. We are in the business of connecting people and changing lives. Our teams come to work each day focused on ensuring people everywhere have the products and services they need to hear better and live better. Founded in 1967 by Bill Austin, Starkey is known for our cutting-edge hearing health innovations, industry-leading research and development, and not being afraid to push the edge of what's possible. We are headquartered in Eden Prairie, Minnesota, have over 5,000 employees in 29 facilities across the globe, and do business in more than 100 markets worldwide.

Watch this video to see more of what sets Starkey apart.

https://youtu.be/9cUYwTlCepg?si=wkovx8_R_iINfrc6

Starkey Canada is hiring for Territory Managers at Starkey for 2 positions in the British Columbia, Alberta, Manitoba, Saskatchewan territories AND 2 in Ontario. This position is responsible for contributing to the achievement of the Company's profitability and market share in a designated territory through, consultative selling techniques, technical training and professional business development. The Territory Manager is responsible for overall management of customers and business in the assigned territory in conjunction with the inside Sales Representative and Starkey Leadership. This position will train and educate customers on new products and attend customer events such as open houses and trade shows.

Job Responsibilities

1. Perform consistently in measured core areas:

- Achieve target unit growth in assigned territory
- Achieve target revenue growth in assigned territory
- Manage performance to Average Sale Price
- Meet quarterly Sales Activity Index expectations:
 - a. Meet average meetings per day expectations (2.4 Events/day)
 - b. Identify and log customer opportunities
 - c. Log all calls, emails, visits and trainings, as appropriate, in Salesforce CRM
 - d. Calendar should be current and scheduled out 2 – 4 weeks

2. Cultivate client relationships, actively utilizing consultative selling approaches for development of current and new business referrals.

- Attend and actively participate in all customer events and classes
- Promote and invite customers to classes, regionals, and other Starkey events
- Attend and present at local customer events
- Be knowledgeable about business and advise customers on growth opportunities

3. Schedule office visits with customers in order to uncover needs for improving their business and developing plans for implementation. Identify accounts that would benefit from a review of their existing business plan or development of a new plan. Work with Inside Sales to outline the proper next steps for the account.

- Discover opportunities for Starkey to help the customer
- Work with customers to develop action items for business improvements
- Provide technical support to customers when needed
- Communicate opportunities to team members
- Follow up with opportunities to close (yes or a no)
- Take next step in developing the relationship
- Identify Training and Marketing needs for the customer

4. Schedule appointments with new and existing accounts, including private practice audiologists and hearing instrument professionals.

- Train Customers on new products and fitting techniques
- Present, train or teach Starkey products, software and technologies
- Speak at in-house conferences and training sessions
- Prepare and participate in customer training when called upon
- Conduct classes, demonstrations and workshops

5. Prospecting Dabbler and Non-buyer in accordance with quarterly Sprint parameters

Call and visit new and inactive accounts in territory and develop opportunities

Develop a touchpoint and onboarding strategy for selected prospects

Collaborate with Inside Sales and leadership

6. Play an active role in professional development

- Proactively acquire new knowledge and skills through company trainings and resources
- Continually develop and fine tune the sales approach and closing skills
- Complete and pass knowledge assessment as directed by your Manager
- Complete knowledge refresher course as directed by your Manager
- Receive training on new products and techniques
- Attend all required sales meetings and training sessions held virtually or at Starkey facilities

7. Communicate with Credit group to maximize the effectiveness of sales promotions and minimize A/R accounts for Territory.

- Assist in managing slow paying accounts through dialogue with customer
- Understand who should receive promotional communications and who should not

8. Work with Inside Sales Representatives, National Sales Manager and Starkey Leadership to improve communication and increase units and profitability of the territory.

- Participate and contribute to group discussions, meetings and presentations. Establish and maintain productive, respectful working relationship with co-workers, support staff and management. Work within the Business Unit with the goal of clear communication and organization with the sole intent of increasing Market Share.

Job Requirements

Education

- Bachelor's degree in Audiology or Hearing Instrument Specialist (HIS) is required
- Master's Degree/AuD in Audiology or Hearing Instrument Specialist (HIS) is preferred

Experience

- Hearing Industry experience strongly preferred
- Minimum 2 years of sales experience desirable
- Minimum 6 months of customer service experience desirable
- Training: 6 months to one year

Knowledge / Technical Requirements

- Knowledge of hearing instruments is an asset
- Excellent problem solving, and decision-making skills required
- Excellent oral and written communication skills
- Excellent Presentation Skills
- Ability to work and travel independently
- Excellent people skills
- Team Player – Ability to work cooperatively building trust and respect

Travel Expectations

Travel 80% of the time visiting customer offices and attending industry events

#LI-KS2

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