

Clinical Specialist - Western Canada

164203

Field Based Role Western Canada

Preferred Area - Vancouver, Calgary, Edmonton

Clinical Specialist

Create and execute a strategic territory business plan designed to meet and exceed 100% to quota annually through surgical / hospital & clinical (AuD) selling. Manage territory-based business growth under the direction of the Regional Manager by initiating, supporting and selling to strategic Cochlear Implanting centers and assisting in developing pathways for patients to access therapy in order to maintain and grow existing sales base. Pursue new business opportunities through strategically planned sales activities and market analysis.

Responsibilities:

- Develop and execute strategic territory business plans to achieve or exceed sales targets by analyzing market opportunities, managing competitive accounts, identifying barriers to growth, and positioning Advanced Bionics' value proposition to drive revenue and market expansion.
- Effectively manage territory operations through account planning, sales forecasting, CRM reporting (Salesforce), pre- and post-call planning, customer business reviews, budget management, and efficient prioritization of sales activities to maximize territory performance and return on investment.
- Build and strengthen relationships with cochlear implant centers, hospitals, referral sources, schools, educational programs, and volunteers by collaborating with Regional Managers, Business Excellence Advisors (BEAs), Education & Training, and cross-functional teams to expand market presence and support strategic initiatives.
- Deliver compelling sales presentations, customer education, and product demonstrations while identifying customer needs, overcoming objections, resolving issues, and securing commitments that drive revenue growth, profitability, and long-term customer partnerships.
- Provide comprehensive on-site clinical support, including surgical case coverage, patient fitting and device programming, candidacy assessments, integrity testing, difficult case management, clinical studies, and consultation with internal subject matter experts as needed.
- Train customers on the theory, features, clinical application, and effective use of Advanced Bionics cochlear implant systems while supporting product adoption, clinical best practices, troubleshooting, and utilization of TeleCare and other company resources.

- Participate in the AOC program by troubleshooting all Advanced Bionics products, utilizing TeleCare, documenting customer issues through the corporate issue tracking system within required reporting timelines, and ensuring timely, compliant resolution of customer support activities.

Travelling Requirements: 50% or more

More about you:

- Master's or Au.D. degree in Audiology or a related profession required, with a Certificate of Clinical Competence (CCC-A) in Audiology and/or Advanced Bionics certification preferred.
- Minimum one year of clinical audiology experience working with adult and pediatric cochlear implant patients; previous sales experience is considered an asset.
- Strong understanding of cochlear implant technology, competitive products, and behavioral and objective assessment procedures used to evaluate cochlear implant candidacy and patient outcomes for both adults and children.
- Willingness to learn and apply consultative sales techniques to increase market share while effectively supporting cochlear implant centers and customers.
- Knowledge of electrophysiological implant testing, including ESRT and Neural Response Measurement (NRM), with experience fitting, programming, and troubleshooting cochlear implant external equipment and software preferred.
- Strong presentation and communication skills with the ability to confidently deliver public presentations and engage diverse clinical audiences.
- Proficiency in English, Microsoft Office, and engineering/clinical software, with any required professional certifications maintained as applicable.

Additional Requirements: Must pass the Advanced Bionics competency exam with a score of 90%.

Don't meet all the criteria? If you're willing to go all in and learn we'd love to hear from you!

We are looking forward to receiving your application via our online job application platform. For this position only direct applications will be considered. Sonova does not recruit via app, telegram, carrier pigeon or any other format that does not include speaking with an actual human. If you are offered a job without speaking with someone, please contact Sonova HR.

What we offer:

- Exciting and challenging work environment
- Collaborative culture

- Opportunities for continuous self-improvement
- Opportunities for flexible hybrid model work environment
- A company that values diversity and inclusion
- Rich benefits plan including wellness benefit, paramedical (massage therapist, naturopath, etc.) and competitive compensation including variable component and employer match on pension contributions
- Mentorship program and career development plans

This role's base salary is \$80,990 CAD per year. In addition there is a commission target of \$93,500 CAD, with ability to overachieve. Compensation packages are based on skills, experience, and geographic location.

Sonova Canada is now a certified Great Place to Work® May 2024- May 2025.



How we work:

At Sonova, we prioritize the well-being of our employees and foster an inclusive environment that promotes engagement and collaboration. Our team-customized hybrid work model empowers teams to balance individual needs with business goals, offering flexibility and individualized time management. We recognize the importance of life outside of work and strive to create a supportive and motivating workplace where innovation thrives.

Sonova is an equal opportunity employer

We team up. We grow talent. We collaborate with people of diverse backgrounds to win with the best team in the market place. We guarantee every person equal treatment in regard to employment and opportunity for employment, regardless of a candidate's ethnic or national origin, religion, sexual orientation or marital status, gender, genetic identity, age, disability or any other legally protected status.