



Audiology Field Trainer

Phonak Canada

We're looking for a highly organized and customer-focused Audiology Trainer to support Phonak & Roger sales, marketing, customer service, and hearing instrument training across Western Canada. This role is responsible for preparing and implementing sales and promotional strategies to support Roger growth, while also providing clinical training and support for Roger, pediatrics, and hearing instruments. The person in this role will partner closely with Regional Sales Managers, Audiology, Marketing, and Headquarters in Switzerland to support customers, product launches, training events, and sales tools.

Responsibilities:

- Prepare and implement Roger sales tactics, promotions, and strategies to support growth across Western Canada
- Serve as a primary contact for Education and Distributor accounts while maintaining strong customer relationships
- Provide clinician training for Roger, pediatrics, and hearing instruments, including face-to-face trainings and open houses as needed
- Partner with Regional Sales Managers, Audiology, Marketing, and Headquarters on sales tools, messaging, product initiatives, and customer support
- Resolve customer complaints, provide patient troubleshooting support, and share feedback related to product improvements
- Organize and conduct presentations, educational seminars, conventions, launch events, and customer-facing training sessions

More about you:

- Audiologist designation required; Doctor of Audiology preferred
- Minimum 5+ years of experience as an Audiologist
- Direct sales experience is an asset
- Strong presentation, planning, organizational, and interpersonal skills
- Proactive, positive, and comfortable working independently and within a team

environment

- Ability to prioritize and manage multiple tasks and projects on an ongoing basis
- Strong problem-solving skills with the ability to support technical questions within the functional area
- Professional working proficiency in English required; French proficiency is an asset
- Intermediate Microsoft Office skills required; SAP and Salesforce knowledge preferred
- Ability to recognize and suggest continuous process improvements

Travel:

This role requires approximately 50% travel across Western Canada, including British Columbia, Alberta, and Saskatchewan.

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.

To apply, visit our online job posting: <https://jobs.sonova.com/job-invite/163834/>

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 pay range is between: \$85,000 - \$110,000 annually

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.