



NZBN 9429038544217

Unit 1, 710 Great South Road
Penrose Auckland 1061
New Zealand

Toll Free: 0800 22 32 42 Tel: 09 579 1796

Email: starkeyinfo@starkey.co.nz

Web: www.starkey.co.nz

Product Specialist & Sales Support NZ (Audiologist/Audiometrist)

Starkey New Zealand P/L

Location: Auckland or Christchurch
Full time/ Permanent

Join us in redefining the hearing industry!

Product Specialist & Sales Support NZ

This is your opportunity to join a dedicated and caring sales team and grow your career with us. In this role you will own the customer relationship with our independent business partners. You will be providing them with audiological, sales and local marketing support, with the help of our specialist teams in New Zealand, Australia and worldwide.

We are:

- World leading in hearing health technology
- The only privately owned hearing health manufacturer
- A fast-growing, dynamic team with great opportunities to advance in your career
- Dedicated to your support and development: we want our Product Specialists to have the very best knowledge in terms of hearing health
- A friendly workplace with a great team culture, and work/life balance

The purpose of this role is:

Maximize revenue and increase market share from the assigned territory in order to achieve agreed revenue targets/sales quotas. Ensure complete customer satisfaction when dealing with Starkey through the provision of audiology, product and technical support, technical training and business development.

Assist customers with:

- Business development
- Starkey Product training
- Delivering Sales training
- Promoting Starkey



NZBN 9429038544217

Unit 1, 710 Great South Road
Penrose Auckland 1061
New Zealand

Toll Free: 0800 22 32 42 Tel: 09 579 1796

Email: starkeyinfo@starkey.co.nz

Web: www.starkey.co.nz

Your responsibilities:

Responsibilities include:

- Formulate, implement and manage strategic business plans regarding assigned territory to **achieve revenue targets**
- Working closely with clients to determine their present and future needs and proposing suitable products, services and upgrades in order to **maintain and grow revenue for Starkey.**
- Act as the main interface between the client and Starkey by maintaining call rates to ensure **regular contact** and an optimal level of service is provided at all times and continually seeking the opportunity to participate in client's strategic business planning processes.
- Conduct product demonstrations and **preparing sales proposals**, and account management plans
- **Identify and gain new business** through a sustained program of prospecting, mailing and following up referrals/leads and keeping abreast of competitor's strategies.
- **Understand the client's objectives**, referral criteria and decision-making process and form long term business partnerships in order to leverage revenue from the relationship and promote Starkey as a quality supplier with the aim of achieving 'preferred' referral status.
- Identify client training needs and develop and/or deliver **personalized program** to meet identified need
- Support new product launches
- Keep up to date with developments in products, software and current research and development relating to Starkey and the Hearing Industry.
- Ensure **CRM databases** are up to date and accurate.



NZBN 9429038544217

Unit 1, 710 Great South Road
Penrose Auckland 1061
New Zealand

Toll Free: 0800 22 32 42 Tel: 09 579 1796

Email: starkeyinfo@starkey.co.nz

Web: www.starkey.co.nz

You are:

- 2+ years' experience as a practicing Audiologist/Audiometrist
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete personalized solution
- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills
- Appreciation of the value/importance of designated accounts, coupled with the ability to balance the needs of Starkey and the client's organization
- Excellent problem solving and decision-making skills
- Ability to work independently
- Team Player – Ability to work cooperatively building trust and respect.
- Adaptability/Flexibility – Demonstrates consistent logic, rationality, and objectivity in decision-making.
- Ability to undertake regular travel

Desirable

- Knowledge of Starkey products and services
- QP qualifications

In return we will provide you with the opportunity to work in a fun and friendly work environment where work-life balance is promoted and results rewarded and celebrated!

Starkey New Zealand Values

- **Integrity** – 'Our word is our bond' and is used to create a trusting environment.
- **Opportunity** – Hard work, talent and results will provide situations for personal and professional advancement – this is the 'spirit of Starkey'
- **Engagement** – Starkey employees are encouraged to take the initiative to promote the welfare of our customers and fellow employees
- **Passion** – Starkey employees show an eagerness to be, 'better today, than yesterday and better tomorrow than today'

To find out more about this position, please contact Dawn Rollings on

Mobile: +61 407 095 529

Email: dawn_rollings@starkey.com.au