

## **Clinical, Product and Technical Support Specialist**

- Newly created role to support recent growth!
- Excellent opportunity for sales and customer focused Audiologist / Audiometrist with a passion for training
- Office based role with flexible work arrangements – no travel!

Due to recent growth, GN Hearing is looking for a qualified Audiologist or Audiometrist to join the ANZ Sales Team in this newly created role.

Based in our Takapuna (Auckland) office, you will be collaborating with our territory-based sales team and our Technical Support team to remotely support customers with their audiological, product and technical needs to drive positive sales outcomes and strong customer relations.

### **The Role**

The successful candidate will be responsible for:

- Collaborating with the Sales Team to implement training plans for improving the performance of accounts within the ANZ territories.
- Providing a high level of Audiological, Product and Technical remote support to customers.
- Identifying opportunities via customer audiology enquiries to generate revenue on a long-term basis.
- Having in depth clinical and product knowledge to assist with audiological support, technical support and problem solving to achieve optimal product/clinical outcomes and drive repeat business.
- Providing Product training (clinic inductions, fitting software, product portfolio, features, unique selling points, competitive aspects); Sales training (upselling, objection handling, differentiating between technology levels, utilising top up tools); and Audiology training on selected relevant topics.
- Providing remote technical support for hearing aid fittings, connectivity and fitting software assistance
- Calendar management to ensure availability of online training options across the Australian and New Zealand territories and time zones.
- Monitoring external market ensuring awareness of competitive products/technologies
- Presenting and speaking at various online group sessions, events, and seminars.
- Assisting the Customer Care team and Technical Support team as required to provide a high level of technical support service to clients.

### **The Ideal Candidate**

The successful candidate will be a qualified Audiologist / Audiometrist with industry and clinical experience. You will need to possess strong presentation skills and confidence in presenting remotely to large groups of people, have Advanced skills in Microsoft Office programs (Word, Outlook, PowerPoint), and speak fluent English. Experience with GN products will be highly regarded.

### **The Benefits**

- Flexible work arrangements
- Generous discounts with hundreds of retailers through our Reward and Recognition platform
- Access to online well-being centre
- Employee Assistance Program
- Generous discounts on GN Hearing, Jabra, and SteelSeries products
- Gift vouchers for birthdays and service anniversaries
- Annual flu vaccinations
- Fresh fruit deliveries

If this sounds like the opportunity you've been waiting for, we'd love to hear from you! Please note that we can only consider applicants with full, unrestricted New Zealand work rights.

To apply, go to [GN Careers](#)

Agencies: Our preference is to fill this role directly. Should we require further assistance finding the right candidate, we will reach out to our preferred recruitment partner.