

Beltone Electronics Corporation – POSITION DESCRIPTION

POSITION TITLE	Hearing Aid Specialist (HAS)
REPORTS TO:	Manager, Retail
PRIMARY FUNCTION:	Professionally manage the patient process to include testing and fitting prospective hearing impaired individuals and manage assigned office. Responsible for the daily operations of assigned office by following all office procedures.
OBJECTIVES OR GOALS:	To obtain goals and targets which have been set according to the plan for particular location. To project a professional and clean image to the customer to ensure repeat and referral business.
AREAS OF RESPONSIBILITY:	<ol style="list-style-type: none">1. Conduct and complete hearing test on prospective customers for potential hearing loss. Complete hearing evaluations must include sound field, air and bone conduction, SRT, LDL and MCL.2. To fit prospective clients with Beltone hearing aids. Make recommendations to clients as to the make and model of the Beltone product based on hearing loss situation.3. Provide appropriate follow up care for all patients including check up schedule and IMAR procedures. Ensure the Belcare promise to every patient.4. Manage assigned office, including supervision of Patient Care Coordinator (PCC) and the ability to perform all PCC job duties. Maintain a clean, clutter free, work environment. Ensure professional attire for office.5. Achieve financial success of the office by ensuring Belconnect and Cash

Management procedures are executed.
Track and provide feedback on all referrals from marketing initiatives.

6. Follow and ensure that employees follow all Beltone corporate policies, procedures and pricing programs.

SUPERVISORY RESPONSIBILITIES: PCC and management of assigned office.

CONTACTS: Retail Manager, Director Retail Sales, co-workers, patients and potential clients, outside vendors.

EDUCATION: Must have a high school diploma or equivalent and pass both the State Licensing Exam and the National competency exam given by the International Hearing Aid Society.

EXPERIENCE: 2 years of experience preferred.

KNOWLEDGE SPECIFICATIONS: Must have the ability to write, communicate and express the test results to the individual patient.

PHYSICAL DEMANDS: Sitting 80% of day, standing/walking 20% of day. Must have good dexterity in both hands.

WORKING ENVIRONMENT: Office environment.