



## Education and Training Audiologist, APAC Export

### Working location: Singapore

At Starkey, we are in the business of connecting people and changing lives. As a world leader in the manufacturing and delivery of advanced hearing solutions, we go to work each day to ensure every person on the planet has the opportunity to hear their very best. Founded in 1967, Starkey is known for its innovative design, development, and distribution of comprehensive digital hearing systems.

Headquartered in Eden Prairie, Minnesota, Starkey has more than 5,000 employees globally, operates 29+ facilities and does business in more than 100 markets worldwide. Here's a video about the people behind Starkey's groundbreaking innovation:

<https://www.youtube.com/watch?v=GjhRQ7qzII0>

### **JOB SUMMARY DESCRIPTION / PRIMARY PURPOSE OF JOB**

The Education and Training Audiologist will be responsible for providing training regarding audiology, product, hearing health, to customers, prospective customers and Starkey Employees. In addition, this position will also provide clinical activities including support for fitting hearing aids to new end-users. Based in Singapore, the role will support customers in APAC Export Market, namely Southeast Asia and Taiwan.

### **JOB RESPONSIBILITIES**

- Participate in programs for internal and external education and training for customers and prospective customers, both online and in-person to internal and external audiences, via meetings, at conventions and / or seminars.
- Assist in developing and presenting educational materials, including presentations, handouts, and other educational supports using brand guidelines.
- Work closely with our Sales, Regional Director - Education and Training Audiologist, and Customer Service teams to create and disseminate product knowledge.
- Participate in clinical activities to remain current in clinical skills
- Evaluate and validate software and hearing aids for functionality and be prepared to teach it to internal and external audiences.
- Specifically for the hospital channel - provide support for fitting hearing aids to new patients, adjustment of existing fitting to meet the patient needs, and provide general information about the products.
- Troubleshoot programming and software issues.
- Professionally and consistently follow the company's protocol to resolve customer queries using your technical expertise.
- Answer questions from hearing health professionals and provide recommendations as requested.



## **JOB REQUIREMENTS**

Normal office conditions.

Approximately up to 35% travelling required per annum.

Education:

- Minimally degree in Audiology. Candidates with Masters in Audiology will be highly regarded.

Experience:

- Candidates with 5 years of working experience in the hearing industry will be highly preferred.
- Hearing aid dispensing background will be highly advantageous.

## **Knowledge / Technical Requirements**

- Computer literacy
- Excellent written and oral communication skills required
- Ability to function within a team environment required
- Ability to understand technical information is required
- Excellent organizational and problem-solving skills
- Ability to adapt to changing situations and environments
- Ability to work well with people in person, by telephone, and online
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If you are interested in applying for this position, please email with a subject title : APPLY <Your Name> with an attached resume to:

[serene\\_chng@starkey.com](mailto:serene_chng@starkey.com)

By 30 December 2024.