

Hearing Aid Dispenser



About Dynamic Hearing and Audiology

Dynamic Hearing Care and Audiology was founded on two simple truths - that hearing is a vital sense that plays a significant role in quality of life and that hearing loss affects everyone uniquely. We provide personalized attention along with the diagnostics, education, customized products and rehabilitation necessary to make sure each patient's hearing health care needs are met both short and long term.

General Summary of the Purpose of the Position

This position is responsible for dispensing and non-dispensing duties. These duties include but are not limited to daily patient care, sales, maintaining records, training/mentoring other employees.

Approach and Deployment

1. Create the most efficient/effective patient journey for the customer
 - 1.1 Counsel and instruct clients in techniques on hearing aid use and attributes
 - 1.2 Fit and dispense hearing aids
 - 1.3 Repair and service hearing aids
 - 1.4 Recommend proper assistive devices according to clients' needs and the nature of impairment
 - 1.5 Refer clients to additional medical or education services if needed
2. Conduct patient assessment
 - 2.1 Administer hearing evaluations, tests, and/or examinations to patients to collect information on type and degree of impairment, using specialized instruments and electronic equipment
 - 2.2 Use efficient sales process
 - 2.3 Examine and clean patients' ear canals
 - 2.4 Monitor clients' progress to ensure hearing goals have been attained
3. Maintain client records at all stages, including initial evaluation and discharge
 - 3.1 Record daily activities in Office Management System
4. Facilitate hearing aid and supplemental sales
 - 4.1 Communicate to practice manager and/or owner customer requests
 - 4.2 Notify manager/owner of equipment calibrations and computer needs
 - 4.3 Assure office safety for patients and staff (broken chairs, wet floors, leaking roofs, etc.)
 - 4.4 Process all sales/collections as directed by practice manager/owner
 - 4.5 Assist with billing (providing documents for billing)
 - 4.6 Be aware of operating cost and fulfill responsibility to contain cost (maintain a budget)
 - 4.7 Use resources to research difficult fits in order to facilitate success
5. Support practice manager/owner
 - 5.1 Participate in all aspects of business growth and development
 - 5.2 Cooperative planning and participation in marketing initiatives
 - 5.3 Perform other duties as required by practice manager/owner
6. Manage the compensation programs for staff

Results (Performance Measures)

- Customer feedback
- Scorecard or combined metrics such as: units sold, revenue, ASP, RFC, etc.
- Data accuracy
- Cost containment
- Key performance measures to ensure profitability

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Other Duties (Non Measurable)

- Support company guidelines
- Check and verify quality
- Support health and safety objectives
- React to change productively and handle other essential duties as assigned

Job Requirements

Education: As required by Michigan state licensure law

License: Hearing aid dispensing license

Experience: 3 years or more of dispensing

Knowledge

- Knowledge of hearing aid fitting software systems such as Inspire® OS
- Knowledge of Office Management Software systems
- Working knowledge of hearing aid technology
- Working knowledge of circuits
- Computer knowledge required

Skills and Abilities

- Ability to organize and execute a plan
- Good problem solving, analytical abilities, communication, organizational and interpersonal skills required
- Public speaking experience and training
- Friendly and professional demeanor
- Enjoys working with the senior population
- Enjoys fitting hearing aids vs. clinical audiology
- Incentive driven

Responsibilities

Exercise of authority or supervision over others: N/A

Budgetary Responsibilities: N/A

Confidential Information: This position has access to a variety of confidential personnel data and customer data. The position requires the highest level of moral and ethical standards.

Required Communication:

External: Patients, doctors and general public

Internal: Office staff

Position Title

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Work Context

Working Conditions: Normal office conditions

Equipment Operation: Hearing aid software, Audiometer, Video Otoscope, other testing equipment

How to Apply

Please email resume and cover letter to dynamichearingcaresystems@yahoo.com to be considered for this position.

The above declarations are not intended to be an all-inclusive list of the duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job.