

# **HEARING REHAB CENTER**

## **JOB DESCRIPTION**

**Job Title:**

Hearing Instrument Specialist

**Location:**

Various

**Position Reports To:**

Director of Clinical Operations/Business Development

**Position Summary:**

A Provider at Hearing Rehab Center performs hearing testing, hearing aid selection, and fitting to all clinic patients while working within the defined systems, processes, and best practices.

**Primary Job Functions:**

- Takes a leadership role for establishing our image as a premier provider to each patient and in the community
- Communicates with Directors what you need to be successful
- Assists office manager in maintaining callbacks and prioritizing outbound opportunities
- Works and communicates closely with Patient Care Coordinator to deliver the best in patient care while maintaining an effective and productive schedule
- Administers diagnostic tests and provides amplification services including hearing aid assessment testing, real ear measurements, and/or functional gain
- Coordinates appropriate patient care and interprets test results.
- Consults with and makes recommendations on hearing disorders to physicians based on test results
- Communicates with other HRC providers/utilizes resources within Hearing Rehab Center to ensure patient success
- Completes chart notes for each patient seen and sends written report to referring physician and primary care physician
- Complies with all company implemented 'best practices' based on evidenced based industry and company best practices

*Hearing Counseling*

- Counsels patients and family regarding test results
- Makes recommendations regarding hearing care options
- Reviews products available to improve lives through better hearing
- Sells appropriate hearing care products and warranties as deemed necessary to meet the needs of the patient
- Provides hearing aid dispensing, including selection, fitting, ear-mold acoustics, ongoing management with follow-up, and education
- Demonstrates and sells Assistive Listening Devices (ALD's), batteries, and other special products
- Performs hearing aid repairs
- Performs hearing aid checks and cleaning

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### *Miscellaneous Duties*

- Remain aware of all marketing activities and provides input and suggestion for the local marketplace
- Responsible for revenue growth within your office
- Responsible for ongoing COP maintenance, development, and implementation as directed by area manager
- Preparing for, coordinating, and hosting community outreach seminars and talks
- Ordering food and coordinating supplies for lunch and learns
- Maintains positive relationships with various vendors and community liaisons
- Assists customers with exchanges or returns as needed
- Involved in clinical quality outcomes, including efficiency, productivity, and patient satisfaction outcomes
- Provides excellent customer service and maintains good public relations
- Works with area manager to maintain compliance with practice policy and procedure
- Participates in company sanctioned educational events, meetings, and trainings
- Shares administrative duties with Patient Care Coordinator as needed
- Performs all other miscellaneous duties as assigned
- Practices good safety and infection control protocols
- Exercises confidentiality as it relates to business and HIPAA information

### **Job Skills, Knowledge & Abilities:**

- Qualified candidates will have a Master's of Audiology or possess an Audiology Doctorate (Au.D.) from an accredited college or university or have a Hearing Instrument certification
- 1-5 years of experience is preferred.
- Must be able to organize time and prioritize numerous duties within strict deadlines
- Requires the ability to deal with numerous interruptions
- Must interact with customers and employees in a caring and respectful manner
- Must be detailed oriented

**The company believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. This position description is designed to outline primary duties, qualifications, and job scope, but not to limit the employee nor the organization to just the work identified. It is our expectation that each employee will offer his/her services, talents, and skills wherever and whenever necessary to ensure the success of our company and mission statement.**

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_