Job Title: Director of Professional Services

Description: The cLEAR Director of Professional Services is responsible for assisting in recruiting and educating, audiologists both nationally and internationally to become cLEAR Hearing Healthcare Providers (HHPs) and to sell subscriptions to them for use in their practices. The Director of Professional Services will be the primary point of contact for cLEAR HHPs, helping them to purchase subscriptions, use the cLEAR website, enroll patients, and implement the cLEAR program of customized hearing healthcare. Duties will include finding practices that are providing aural rehabilitation, calling and soliciting current HHPs to purchase subscriptions, calling and encouraging potential HHPs to enroll as cLEAR HHPs, providing basic technical support, reporting challenges and successes to management, monitoring potential problems and issues, participating in HHP training, and actively contributing to the growth of this new start-up company.

Duties:

- Recruit audiologists to become cLEAR HHPs.
- Sell subscriptions to HHPs (and direct users who happen to find our site).
- Provide “concierge onboarding” of new cLEAR HHPs, which means interacting with them via email, setting up times to talk with them on the phone, and walking them through the set-up process of cLEAR so they can successfully enroll their patients and so they can get their staff up and running with minimal hassles.
- Troubleshoot and help solve simple problems presented by HHPs.
- Participate in planning, organizing, and conducting regional workshops to train cLEAR HHPs.
- Organize and maintain customer management tool (i.e., SalesForce).
- Answer the phone and address HHPs’ and direct users’ questions.
- Assist in maintaining our social media presence; e.g., the cLEAR blog, Facebook.

Requirements (Skills, talents, abilities):

- An energetic “can-do” attitude
- A strong entrepreneurial spirit and instinct
- Strong organizational skills and an ability to manage a myriad of tasks at once
- Excellent oral and written communication skills
- A desire to practice sales and marketing skills
- A sense of humor and charisma and a confident and courteous personality
- Comfortable and sincere on the telephone
- An ability to work independently and with initiative
- Customer-service focused

Requirements (Education, certification, experience)

- An interest in healthcare
- Previous sales experience is desirable but not a prerequisite

Salary:

- Commensurate with experience
- Opportunity for performance-based bonuses and incentives

Interested applicants should contact Nancy Tye-Murray, PhD at NancyTyeMurray@cLEARworks4ears.com