**JOB DESCRIPTION**

**Job Title: Hearing Instrument Specialist**

**Reports To: Department Director and Audiologists**

**Location:**

**Job Status: Full Time**

**POSITION SUMMARY:**

The Hearing Instrument Specialist is responsible for the identification and rehabilitation of hearing impairment including determining the appropriateness and benefit of amplification. Also, provides basic audiometric testing. The Hearing Instrument Specialist counsels patients regarding test results and reviews options that best meet their hearing care needs. Performs hearing aid testing, selection, and fitting to all populations. Reviews pricing and sale of hearing aids as a part of the patient education process.

**PRIMARY JOB FUNCTIONS:**

Administers Tests

* Conducts air and bone conduction threshold measurements.
* Performs standard audiometric testing as required by state law.
* Obtains Speech Reception Thresholds (SRT).
* Establishes Most Comfortable Listening Level (MCL).
* Determines Uncomfortable Listening Level (UCL/LDL).
* Uses speech masking.
* When applicable performs advanced diagnostic testing.
* Coordinates and interprets test results.
* Completes chart notes for each patient seen and sends written report to referring physician and primary care physician

Manages Hearing Rehabilitation

* Counsels patients regarding test results.
* Reviews and recommends products for hearing care options.
* Thoroughly explain the actual and realistic expected results and capabilities of the hearing instrument in restoration of the patient’s hearing.
* Provides hearing aid dispensing, including selection, fitting, ear-mold acoustics, ongoing management with follow-up, and education.
* Demonstrates and sells Assisted Listening Devices (ALD’s), batteries, and other special products.
* Refers patients to appropriate medical professionals as needed.

Provides appropriate validation and verification of hearing aids.

* Follows correct and timely fitting protocols
* Performs appropriate patient counseling

Miscellaneous Duties

* Performs front office/desk duties on an as needed basis.
* Performs hearing aid repairs.
* Performs hearing aid checks and cleaning.
* Aware of and supportive of marketing activities.
* Responsible for revenue and margin outcomes.
* Assists customers with exchanges or returns as needed.
* Involved in clinical quality outcomes, including efficiency and productivity.
* Provides excellent customer service and maintains good public relations.
* Performs all other miscellaneous duties as assigned.
* Follows good safety and infection control protocols.
* Exercises confidentiality relating to patient and business information.

**JOB SKILLS, KNOWLEDGE AND ABILITIES:**

* High school diploma or GED prefer an AAS in Hearing Instrument Specialist or Hearing Instrument Specialist licensure as required by state law. Must have successfully completed the state licensing requirements to be deemed a Hearing Instrument Fitter/Dispenser.
* Excellent interpersonal skills that allow effective working relationships with a diverse customer, colleague, and vendor population. This includes listening, sales, and problem-solving skills.
* Strong keyboard/computer/Audiology diagnostic and hearing aid software and equipment experience.
* Must be able to organize time and prioritize numerous duties within strict deadlines.
* Requires the ability to deal with numerous interruptions.
* Must deal with customers in a caring and respectful manner.
* Must be detailed oriented.

**PROFESSIONAL EXPECTATIONS:**

Exhibits a positive attitude, compassionate care, a professional appearance, is detailed, efficient and organized with an orientation toward accuracy. Maintains strict confidentiality and enjoys a team-oriented work environment to facilitate the smooth, efficient and professional care of the patient and performance of the office.

**PHYSICAL DEMANDS & WORK ENVIRONMENT**

Work environment is fast paced but professional and friendly. Work requires movement throughout the office, sitting for periods of time, stooping, bending and stretching for files and supplies. Employee will occasionally be asked to lift files and paper weighing up to 30 pounds. Position requires manual dexterity sufficient to operate, keyboard, operate a computer, telephone, calculator, copier and fine-motor tools related to hearing aid cleaning, operation of grinding and buffing wheel, and such other office equipment as necessary. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contacts. It is necessary to view and type on computer screens for long periods and to work under stressful or emergency situations with high concentration and energy level. Employee will be exposed to bodily fluids on a regular basis. Employee may have exposure to communicable diseases, toxic substances, ionizing radiation, medicinal preparation and other conditions common to a clinic environment. Work is performed in an office environment. The employee must be comfortable asking patients for money. Work is performed in patient rooms, hearing aid labs and back office and involves frequent contact with patients. Work may be stressful at times and requires excellent communication skills. Interaction with others is constant and may be interruptive.

Contact involves dealing with sick individuals in addition to patients suffering from communication disorders.

Position requires willingness to work in clinic locations other than their primary clinic location (in the case of multiples offices).

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