



JOB DESCRIPTION

Job Title: Hearing Instrument Specialist
Reports To: Department Director and Audiologists
Location: 365 Cooper Point Rd. NW, Suite 101, Olympia, WA 98502
Job Status: Full Time

The Role:

As a Hearing Instrument Specialist at Complete Hearing & Balance, you're not just dispensing hearing aids; you're creating a symphony of sound for our cherished clients. Your expertise will be the guiding star in assessing, fitting, and fine-tuning hearing devices to orchestrate a world filled with beautiful sounds.

Key Responsibilities:

Hearing Aids:

- Provide patient instruction on use, care, and maintenance.
- Explain purchase and service agreements.
- Perform hearing aid services including troubleshooting, in-house repair and maintenance, and electroacoustic analysis.

Assist with Diagnostic Evaluations:

- Document presenting complaint/history of presenting illness, administer patient forms.
- Provide patient instructions, electrode placement, removal, and cleanup for Electrophysiological testing.

Product Handling:

- Responsible for shipping/receiving/ordering and inventory of hearing aid devices, and accessories.
- Interface with vendors as directed/needed.
- Maintain inventory database (CE). Contact patients as needed/directed.
- Prepare patient fittings prior to scheduled appointments.
- Scan forms to CE as needed.

Daily Clinical Support Duties:

- Provides telephone consultation to patients.
- Uses departmental guidelines to triage and determine appointing needs including priority of patient care regarding urgent, emergent and general Audiology needs both on the phone and in person.
- Document and complete retail purchase of hearing aids, accessories and assistive devices.

Equipment and Supply Maintenance:

- Clean instruments, Audiology lab and patient care areas.
- Maintain adequate supply of diagnostic and hearing aid related supplies.
- Stock and prep patient care areas.

Qualifications:

- Current Hearing Aid Dispenser License.

- Outstanding communication and interpersonal skills.
- A passion for enhancing lives through better hearing.
- A relentless drive to excel in a dynamic, client-focused environment.

Job skills, knowledge and abilities

- Two years' experience as a dispenser.
- Ability to communicate general patient instruction related to hearing aid care
- Experience handling shipping/receiving paperwork—prefer experience using a computerized mailing system
- Experience establishing relationships with insurance companies
- Possession of discipline to work in accordance with accepted clinical standards
- Compliance with all regulatory requirements including OSHA, maintenance of clinical skills and certifications, etc.
- Capable of dealing with patients and their family, employees, and physicians tactfully, effectively, and professionally
- Proficient computer skills that include familiarity with Microsoft Office software
- Knowledge of medical software/EHR/EMR systems
- Strong written and verbal communication skills
- Able to manage multiple tasks with many interruptions

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.