

## Hearing Wellness Advisor - WOH Edinburgh

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Company: Sonova

Location: United Kingdom

Category: healthcare-practitioners-and-technical

## Hearing Wellness Advisor - World of Hearing Edinburgh

If you're outgoing, enjoy helping people and confident approaching customers, we want to hear from you.

We're looking for team members who can advise and support the promotion of our services in store.

We provide full training and reward our **Hearing Wellness Advisors** with a competitive salary and company benefits.

It's a great opportunity to develop a career within a retail health environment.

A **Hearing Wellness Advisor** with Boots Hearingcare will:

Communicate brilliantly to provide customers with information about Hearingcare and personalised advice on looking after their ear health and hearing

Perform routine hearing screening tests and book hearing assessments for the Audiologists as appropriate

Assist customers with hearing aid maintenance and care

Sell and promote use of consumables and ear care products.

With time and where required train in specialised Hearingcare services including wax removal through Micro-Suction to support the audiologist when needed or other screening health checks related to hearing

Support the stores KPIs by keeping your own and the store Audiologists' diaries busy with

appropriate appointments

Work with Boots Opticians and Pharmacy promoting hearing care

A **Hearing Wellness Advisor** will have:

Confidence in approaching and actively engaging customers

An interest in store targets and be a team player in hitting them

Ability to attend our training centre

Self-reliance, taking accountability for your own learning and performance in store

Interest in becoming knowledgeable about hearing health and care pathways

Experience of working in a retail/healthcare environment an advantage

Great partnership with the resident Hearing Aid Audiologists and in store team

Experience of operating basic level technology devices, iPads, and computers

### **Training and expectations**

During your initial core training you'll spend 3 individual weeks away from home in the Boots Hearingcare Academy\* (Llandudno ) as well as training in store and online sessions. Once qualified, you'll be supporting our customers and the instore team of Audiologists in achieving store targets by actively approaching and engaging with customers, providing specialised advice and access to hearing care information.

We offer a competitive salary of £21,500, comprehensive benefits package (including Boots staff discount) and a results based quarterly bonus scheme.

This is a full time role based on a rota basis over 5 days and will include weekend work.

**Due to the nature of the business, successful applicants will be subject to a satisfactory DBS Check.**

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