



## JOB DESCRIPTION

**Job Title:** Clinical Support Audiologist  
**Job Code:** C6306  
**Department Name:** Clinical  
**Reports To:** VP of Implant Technology and Training

### Summary:

The Clinical Support Audiologist will be responsible for providing audiological and surgical across the US for the portfolio of Envoy Medical's fully implantable devices. This includes large scale as well as one-on-one training/support sessions with audiologists and surgeons.

The Clinical Support Audiologist is responsible for supporting the clinical needs of Esteem® and Acclaim® implant centers. This individual will report directly to the VP of Implant Technology and Training but will work closely with Envoy's R & D team. The primary audiological role is in providing clinical support, both on site and remotely (via Teams or GoToMeeting, for audiologists working with Esteem® or Acclaim® patients, as well as helping develop and deliver training on the Esteem® and Acclaim® systems to audiologists in the field. The primary surgical roles is in providing surgical support including performing key surgical measurements during the placement of device components as well as providing logistical support. The position is expected to involve approximately 35-40% travel on average.

### Duties & Responsibilities:

- Responsible for technical and product training for audiologists working with Esteem® or Acclaim® patients, through site visits, remote support, and electronic correspondence. This support may include training on device programming and candidacy issues, problem solving related to medical/surgical issues, and troubleshooting potential device problems or malfunctions.
- Responsible for organizing and delivering presentations and training via training seminars, forums, and workshops on candidate identification and evaluation.
- Responsible for timely input to Quality and Regulatory Affairs regarding complaints and complications.
- Responsible for performing user testing of Envoy Medical software applications and hardware with formal feedback provided to Envoy Medical R & D.
- Will work closely with the customer service team members in the management of implant recipients with complex product problems.

- Will attend various audiological conferences with emphasis on providing instruction on Esteem® and Acclaim technology, hardware and software at training venues. Attend and/or speak at seminars or informational sessions for the hearing-impaired population and other healthcare professionals.
- Will participate in various Envoy meetings, both remotely by web-based application and sometimes in person, on site.
- Will assist the Clinical Studies team with regulatory monitoring of clinical trial sites as needed.
  - Will assist in the development of training content, including presentations for live or online use, handouts, resource materials, manuals, quick guides etc.
  - Will perform other clinical duties as assigned by their manager.
- Responsible for supporting surgical procedures for Envoy Medical devices by providing intra-operative testing for component placement and troubleshooting.
- Responsible for coordinating surgical logistics throughout the US.
- Responsible for maintaining system hardware and software at surgical sites.
- Responsible to maintain familiarity with status of calls and issues at customer sites.
- Responsible for the documentation of new surgical procedures and updating the documentation for changes to current surgical processes at sites
- Responsible for educating physicians and hospital personnel – OR, Radiology, Central Sterile Processing, Biomedical and Information Technologies – on Envoy Medical products.
- Will support temporal bone labs for training and industry support events.
- Will provide input to R & D on surgical development based on in-field experience.
- Will gather and internally communicate timely information related to surgeon concerns, issues, and market opportunities.

### **Qualifications:**

#### Required

- AuD or PhD in audiology (Master's degree acceptable)
- Minimum 5 years' experience with Cochlear Implant selection, counseling, and programming cochlear implants.
- Minimum of 2 years' experience with Hearing Aid selection, counseling, and fitting/programming.
- Experience with commercial hearing health care software.
- Excellent written and oral communication skills
- Ability to work well in a team environment.
- Availability to travel frequently.
- Health immunization status will allow the employee to qualify for entry into health care facilities (e.g., proof of COVID-19 vaccinations).

#### Preferred

- 2+ years surgical experience with implantable devices
- Deep working knowledge of human anatomy and physiology
- Experience educating and/or training healthcare professionals.
- Experience with intraoperative diagnostics

The preceding job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this classification. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job.