

NO RTEC JOB SPECIFIC SKILLS COMPETENCY

HEARING AID SPECIALIST (Retail Trade)

DOT: 276.354-010 / O*NET-SOC: 29-2099.99 SVP 6

Job Description: Fits and sells hearing amplification systems to individuals in retail establishment. *Physical Demands* - Mildly active/light lifting, carrying, or moving (up to 20 lbs) *General Education Development* - R4 M3 L4; *Aptitudes* - Average General Learning Ability, Verbal, Numerical, Spatial, Form Perception, Clerical Perception, Motor Coordination, Finger Dexterity and Manual Dexterity.

CORE SKILL COMPETENCIES/INDICATORS:

1. Can demonstrate basic understanding of functional human anatomy and physiology, physiology of hearing loss, and audiometry and hearing disorders. (IN, S)
2. Can demonstrate basic understanding of hearing instrument technology. (IN, S, T)
3. Can demonstrate ability to test auditory system of hearing-impaired individuals, using test equipment and applying standardized evaluation procedures. (R, IN, I, S, T)
4. Can demonstrate ability to receive and appropriately service individuals referred by a physician for fitting and purchasing of hearing amplification systems. (R, IN, I, S, T)
5. Can demonstrate ability to interpret and evaluate auditory test results and confer with hearing impaired individuals to demonstrate, select, fit, adapt, and modify hearing amplification systems. (IN, S, T)
6. Can demonstrate ability to replace defective parts or make repairs to amplification systems returned by customers. (R, S, T)
7. Can demonstrate ability to make an impression of clients ear to facilitate shaping of hearing aid. (R, S, T)
8. Can demonstrate ability to administer auditory system tests in a home setting. (R, IN, I, S, T)
9. Can demonstrate ability to assist individuals in aural rehabilitation methods. (IN, I, S, T)
10. Can demonstrate ability to operate a personal computer and industry-specific software used to measure the success of fittings and to diagnose possible illness (Identify). (R, IN, S, T)
11. Can demonstrate ability to maintain case history on customers including documentation of action. (IN, S)
12. Can identify various manufacturers of hearing instruments and demonstrate familiarity with their products. (R, IN)
13. Can demonstrate ability to write sales contracts/invoices and to work with vendors in the purchase of hearing instruments. (IN, I, S)
14. Can demonstrate ability to answer customer questions about construction, materials, style, care, use, price and warranties of merchandise. (R, IN, I, S)
15. Can demonstrate good verbal and written communication skills. (I)