

Job Description

Position: Navigator
Reporting to: Head of Sales & Customer Experience

Purpose:

To maintain our Industry leading NPS score of 80 or above. The Navigator role will achieve this by delighting the customer; providing them with the tools and support to achieve a seamless health journey. Resonate is new and unique; therefore, the role of the Navigator must engage with the local community to drive awareness and feel totally at ease delivering and promoting our product and our tools such as Ototset™ wax removal, EAR360™ hearing health care maps, Resonate Unlimited subscription, the Customer Dashboard and Studio features.

Key responsibilities and duties:

- Participate in a lively team culture; be engaged in Studio activities and team growth.
- Be customer-obsessed; deliver simply clever hearing solutions for New Zealanders through exceptional experiences.
- Ensure Resonate. Studios are always presented in line with marketing and brand benchmarks.
- Be accountable for the success of Resonate by achieving the agreed outcomes to deliver positive financial results, consistent processes, and zero harm Health and Safety practices and systems.
- Participates and promotes local business growth and community awareness around our purpose; to connect people to the world around them, using the best technology and personalised hearing healthcare service that is accessible to everyone.
- Take ownership of the local social media for the Studio and influence positive content from the local community.
- Hearing Aid wearer and subject matter expert, demonstrating the latest technology by wearing and using it as part of your day-to-day role in the Resonate Studio

Key measures of success:

- Customer net promoter score
- Google reviews
- Social media engagement
- Ear360 appointments and conversion
- Growth of Resonate Unlimited subscribers
- Health and safety record – zero harm
- Other measures agreed with Resonate from time to time