



POSITION DESCRIPTION

Position Title: Account Manager

POSITION SUMMARY

Manage and grow a defined portfolio of customer accounts. Serves as a primary point of contact for assigned clients, ensuring satisfaction, retention, and long-term relationship growth by understanding customer needs and aligning company products or services to meet those needs.

KEY RESPONSIBILITIES/ESSENTIAL FUNCTIONS INCLUDE

- **Primary point of contact** for assigned customer accounts.
- **Build and maintain** strong, long-term client relationships.
- **Understand each customer's business** objectives and provide tailored solutions.
- **Manage account** onboarding, ongoing support, and renewals.
- **Coordinate with internal teams** (e.g. sales, operations, customer support, finance) to ensure timely accurate delivery of products or services.
- **Monitor account** performance, usage, and satisfaction levels.
- **Identify opportunities** for account growth, upselling, and cross-selling.
- **Prepare and present** account reviews, reports, and recommendations.
- **Resolve** customer issues and escalate concerns as needed to ensure timely resolution.
- **Maintain accurate account records** in ERP, CRM, and other internal systems.

JOB REQUIREMENTS INCLUDE

Education: High school diploma or equivalent, required.

Experience:

- 1-3 years of customer service experience in an industrial industry.

Knowledge/Skills:

- Strong communication, problem-solving, and interpersonal skills.
- Strong analytical skills.
- Proficiency in Microsoft Office (Excel, Word, PowerPoint); experience with Microsoft Dynamics AX preferred.
- Ability to manage multiple priorities and meet deadlines.

SUPERVISORY RESPONSIBILITIES

Total Number of Employees Directly Supervising: 0

Number of Subordinate Supervisors Reporting to Position: 0

VISION REQUIREMENTS INCLUDE

Can be performed with or without assistive technology:

- ☒ Required to perform activities such as: preparing/analyzing data/figures; viewing a computer screen; reading; inspecting small objects for defects; using measuring devices; and/or assembling parts with close eye contact.
- ☐ Required to perform activities such as: operating machinery and/or power tools at or within arm's reach; performing non-repetitive tasks such as carpentry work or repairing machinery.
- ☐ Required to review/inspect own assigned work, the work of others, or facilities or structures.

Requires normal (or corrected to normal) vision/acuity:

- ☐ Required to operate motor vehicles and/or heavy equipment such as forklifts.

"We aspire to be a world-class, recognized leader in the blind and low vision field, leading with employment and rehabilitation, through collaboration for the benefit of our employees, our partners, our community, and our industry."



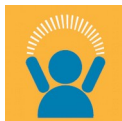
Integrity



Curiosity



Passion



Initiative



Teamwork



Excellence

COMMENTS

Envision, Inc. is an Equal Opportunity Employer and does not discriminate on the basis of any legally protected status or characteristic. Protected veterans and individuals with disabilities are encouraged to apply.

Envision, Inc. employs and advances in employment individuals with disabilities and protected veterans, and does not discriminate on the basis of disability or veteran status in its hiring or employment practices.

Reasonable accommodations are available to enable individuals with disabilities to perform the essential functions of a position.

PHYSICAL REQUIREMENTS INCLUDE

In an average workday, employee must :

Task	None	Occasional	Frequent	Constant
Stand	☐	☒	☐	☐
Walk	☐	☒	☐	☐
Sit	☐	☐	☒	☐
Bend/stoop	☐	☒	☐	☐
Climb	☒	☐	☐	☐
Reach above shoulders	☐	☒	☐	☐
Squat/crouch/kneel	☐	☒	☐	☐
Push/pull	☒	☐	☐	☐
Lift	☐	☒	☐	☐
Usual amount	☒ <10 lbs	☐ 11-25 lbs	☐ 26-50 lbs	☐ 51+ lbs
Carry	☐	☒	☐	☐
Usual amount	☒ <10 lbs	☐ 11-25 lbs	☐ 26-50 lbs	☐ 51+ lbs

Employee must use hands for repetitive action such as

Task	Right Hand	Left Hand
Simple grasping	☒ Yes	☒ Yes

Firm grasping	☐ Yes	☒ No	☐ Yes	☒ No
Fine manipulation	☒ Yes	☐ No	☒ Yes	☐ No

WORKING CONDITIONS INCLUDE

In an average workday, employee is exposed to

Task	None	Occasional	Frequent	Constant
General shop or store conditions	☒	☐	☐	☐
General office environment	☐	☐	☐	☒
Humid, extreme hot/cold temps (non-weather)	☒	☐	☐	☐
Outdoor weather conditions	☒	☐	☐	☐
Fumes or airborne particles	☒	☐	☐	☐
Fluorescent lights	☐	☐	☐	☒
Moving, mechanical parts	☒	☐	☐	☐
Toxic chemicals	☒	☐	☐	☐
Loud noise intensity levels	☒	☐	☐	☐
Risk of electrical shock	☒	☐	☐	☐
Travel for job	☐	☒	☐	☐