

Our expanding customer portfolio includes Harley-Davidson, the State of Wisconsin, and the National Industries for the Blind. We have an exciting growth opportunity for a strong Call center Leader to facilitate our growth and service capabilities.

Responsibilities include:

- Lead, develop, and manage an expanding call center team currently at around 10 employees.
- Work with the business unit leader and business development team in identifying and cultivating business opportunities with new and existing customers.
- Develop and maintain strong relationships with our customers. Consistently strive to exceed their expectations.
- Oversee business operations of call center with focus on expanding employment opportunities for people who are blind or visually impaired, revenue growth, and solid margins.

We require:

- Understanding and commitment to the organization's mission to enhance the employment opportunities of individuals who are blind or visually impaired.
- Strong leadership skills and a track record of developing effective teams.
- 3 years of experience working in a call center environment.
- Strong business skills and the effective use of business technology, especially Excel and call center systems.
- Bachelor or Associate degree in business, marketing, or related field preferred.

We offer:

- Competitive compensation and benefits package.
- A culture that values delighting our customers, constant improvement, and fun!
- Opportunity to help create real jobs and upward mobility for people who are legally blind.
- An organization where our mission is the most important aspect of our bottom line.

Learn more about us at www.beyondvision.com

Send a resume, cover letter, and salary requirements to: hr@beyondvision.com