



EXHIBIT "A"
JOB DESCRIPTION

POSITION: Manager of Customer Success
DATE PREPARED: 06/17/2025
REPORTING TO: VP of Operations
SCHEDULE: TBD

General job duties to include:

1. Enhance & Maintain Customer Service & Technical Support Programs
2. Participate in Webinars and 1:1 product demonstrations as needed
3. Coordinate quarterly training sessions on Print Shop Pro®, Smart Track Pro, and PSP Apparel Module
4. Assist with prioritizing product development
5. Actively participate in tradeshow and Annual User Group agenda planning; schedule sessions and engage steering committee members to facilitate sessions
6. Travel to prospect and customer sites within the greater OH area for sales support, training, and product launch
7. Build relationships with industry associations to increase visibility of edu Business Solutions within the in-plant community
8. Assist with content marketing strategy by staying abreast of industry happenings and technical innovations

I, **Employee**, agree to perform the duties during the hours indicated to the best of my ability. I understand that I will be evaluated based upon how I perform these tasks.

Accepted and Agreed to

Date