

Career Opportunity – Transforming Wildfire Resilience

Utilities Senior Customer Success Manager

POSITION DETAILS

Department: Utilities

Reports To: Utilities GM

Location: Remote, US | Pacific / Mountain time zone preferred

Employment: Full-time

Travel: Occasional (typically Northern California or Montana, where offices are located)

To Apply: [Submit via this form.](#)

ABOUT VIBRANT PLANET AND PYROLOGIX

We are a team of leaders in risk analysis, science, forestry, policy, and tech, building cloud-based, data-driven platforms to increase community, landscape, and infrastructure resilience. We see an urgent problem to solve in protecting life and safety, communities, critical infrastructure, and natural resources from wildfire. Our software platforms and analytics offerings modernize the full cycle from analysis to planning to operations to monitoring for land managers, communities, and utilities with AI-driven data development, best-in-class wildfire hazard and risk modeling, and decision support.

Utilities face a growing challenge in managing wildfire risk. This challenge spans their own infrastructure vulnerability, operational disruptions, regulatory compliance, public safety, environmental responsibility, and very large financial impacts from the fires they cause. Pyrologix has been a leader in the fire modeling space for decades, with a long history supporting utility companies on conducting wildfire risk assessments. With our Pyrologix Operational Wildfire Risk (POWR) platform, we model ignition and consequence analysis across a range of weather forecasts, fire scenarios, and strategic community and ecosystem assets.

Vibrant Planet is backed by climate and ecosystem resilience solutions leaders, including Microsoft Climate Innovation Fund, Citi Impact Fund, Cisco, SIG Climate, Earthshot, Elemental Excelsior, Ecosystem Integrity Fund, and Cityrock.

For more information, please visit: <https://pyrologix.com/solutions/utilities/> and <https://www.vibrantplanet.net/utilities>

ABOUT THE ROLE

Once we close a utility customer, the real work begins. The Utilities Senior Customer Success Manager owns the post-contract relationship for Vibrant Planet and Pyrologix utility accounts — ensuring customers realize full value from our platform, renew and expand their contracts, and become long-term advocates for our science and technology.

You will serve as the primary point of contact for utility customers after contract execution, working directly with wildfire risk managers, operations teams, and regulatory affairs leads at IOUs and public utilities across the US. You'll also work closely with our fire science, product, and project management teams internally to translate customer needs into product improvements and ensure delivery commitments are met.

This role reports to the Utilities GM. The right candidate brings deep utility sector familiarity, a service orientation, and the technical confidence to hold substantive conversations about wildfire risk modeling, Wildfire Mitigation Plan (WMP) compliance, and operational risk analytics.

KEY RESPONSIBILITIES

Customer Relationship Management

- Serve as the primary post-contract relationship owner for assigned utility accounts.
- Lead regular check-ins, business reviews, and executive-level touchpoints with utility customers to maintain strong relationships and track value delivery.
- Proactively identify risks to renewal or expansion and develop strategies to address them.
- Own the renewal process for assigned accounts in partnership with the Utilities GM and Sales team.
- Own adherence to contracted scope (SOW) for assigned accounts, managing change requests and setting clear expectations on what is and isn't included.
- Protect internal science and engineering capacity by identifying out-of-scope requests early and routing them to new statements of work or expansion opportunities rather than absorbing them.
- Partner with project management to track delivery commitments and timelines, and proactively flag risks to on-time delivery.

Onboarding and Adoption

- Lead structured onboarding for new utility customers, ensuring smooth data integration, user training, and early platform adoption.
- Develop and deliver customer-facing training materials, walkthroughs, and use-case guides tailored to utility workflows (WMP submissions, PSPS operations, asset risk prioritization).

- Track customer engagement and usage metrics; proactively intervene when adoption lags.

Technical and Scientific Support

- Serve as the primary customer-facing resource for questions about Pyrologix platform outputs, fire modeling methodology, and data interpretation.
- Coordinate with internal fire science and engineering teams to resolve complex technical questions and ensure customers are applying our analytics correctly.
- Communicate complex, quantitative risk concepts clearly to non-technical utility audiences including regulatory, finance, and operations stakeholders.

Voice of the Customer

- Synthesize customer feedback and translate it into actionable input for product, science, and project management teams.
- Maintain detailed account notes and health tracking in HubSpot and internal systems.
- Identify expansion opportunities — new use cases, additional service lines, or additional business units — and hand off to the Sales team.

REQUIRED QUALIFICATIONS

- Bachelor's degree required; engineering, environmental science, or related technical field preferred.
- 5+ years of experience in customer success, account management, or technical program management, with at least 2–3 years supporting electric utility customers.
- Solid understanding of utility wildfire risk management practices, including WMP requirements, PSPS protocols, and asset risk assessment frameworks. Existing utility relationships are a significant advantage.
- Ability to engage credibly on quantitative risk analytics, fire modeling concepts, and GIS-based data products with both technical and non-technical utility stakeholders.
- Proven ability to manage multiple complex accounts simultaneously with a high level of organization and responsiveness.
- Strong written and verbal communication skills; comfortable presenting to executive and technical audiences alike.
- Experience with CRM platforms (HubSpot preferred) and customer health tracking tools.
- Startup experience and comfort operating in ambiguity; willingness to build process and improve tools as the team scales.
- Willingness to travel to customer sites and industry events (~20–25% of the time).

DUTY REQUIREMENTS

- Full-time, year-round employment.
- Remote position with an operational home office and reliable internet.
- Willingness and ability to travel approximately 20–25% of the time.

COMPENSATION

Competitive market-rate cash compensation (salary + performance bonus), plus meaningful equity in a venture-backed company at a positive inflection point.

BENEFITS

- Health insurance
- Unlimited PTO policy
- 401k
- Company equity (stock options)
- Home office set-up allowance (one-time)

EQUAL OPPORTUNITY EMPLOYER

Vibrant Planet is committed to diversity. We encourage applicants from all cultures, races, colors, religions, sexes, national or regional origins, ages, disability status, sexual orientation, gender identity, military, or other status protected by law to apply.

We are most interested in finding the best candidate for the job, and that candidate may come from a less traditional background, but have the capacity to grow into and thrive in the position after some mentoring. We encourage each candidate to think broadly about their unique background and skill set and how it may relate to the role.

[Apply for this role.](#)