



## Technical Partnership Success Manager

**Company Name:** Vibrant Planet

**Contact:** Joe Flannery, [info@vibrantplanet.net](mailto:info@vibrantplanet.net)

**Location:** US-based remote. Pacific or Mountain Time Zone required, Bay Area preferred.

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

### About Vibrant Planet

We are a team of leaders in science, forestry, policy, and tech on a mission to reduce catastrophic fire impacts to communities and ecosystems. Vibrant Planet's software platform monitors and forecasts wildfire and climate risk and helps our customers (e.g. CAL FIRE, USFS, PG&E) develop actionable, prioritized plans to mitigate risk across communities, road and utility infrastructure, and natural capital.

Our current offerings include: multi-dimensional risk monitoring and forecasting, decision support for communities and land managers; a utility product for anticipating and proactively protecting against utility-ignited wildfires with precision; and several data+report style offerings, primarily focused on wildfire hazard and risk data, and ecological outcomes. We are committed to bringing the best possible science, data, and algorithms together in interfaces that help Fire Districts, Land Managers, Resource Conservation Districts, Property Owners, Insurers, Water Utilities, and Electrical Utilities take action in the face of uncertainty and complexity.

Vibrant Planet is backed by climate and ecosystem resilience solutions leaders, including Citi Impact Fund, Microsoft, Earthshot, Elemental Excelsior, Ecosystem Integrity Fund, Chris Cox (CPO at FB), Neil Hunt (Former CPO of Netflix), Cisco, Valia Ventures, and Grantham Foundation.

Vibrant Planet also works closely with its sister organization, the Vibrant Planet Data Commons, a 501c(3) non-profit with a mission to communicate and democratize access to the science that underpins its best-in-class risk analytics

## 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 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.

**For further information, please visit: <https://www.vibrantplanet.com>**

## About the Role

The Vibrant Planet Partnership Success team sits at the intersection of client engagement and technical product delivery, serving as the external face of Vibrant Planet's platform and data products to the communities and agencies we serve.

Vibrant Planet seeks a Partnership Success Manager to join this team to help guide customers as they leverage the Vibrant Planet platform and data products for community and multi-jurisdictional wildfire resilience planning. This person will work closely with the broader Impact team — the external-facing team of Vibrant Planet — as well as internal science, product, and engineering teams to stay up to date on what we're building and why, so they can represent it confidently and accurately to customers.

The right candidate brings a balance of people skills and technical fluency. On the client side, this means facilitating meetings, understanding customer needs, and communicating complex scientific and data-driven concepts clearly to non-technical audiences. On the technical side, this means comfort with spatial data and basic GIS workflows — enough to real-time troubleshoot customer questions and guide users through simple vector operations and file preparation. Additional experience in wildfire resilience, land management, or adjacent fields is strongly desired.

## Responsibilities

### Customer Support

- Virtually, or in person, lead stakeholder or multi-jurisdictional meetings.
- Understand the needs and pain points of each collaborator or stakeholder and work with them to problem solve.
- Promptly track and respond to client needs in an organized, detail-oriented manner.

## Communication

- Independently research and prepare written, audio-visual, or other forms of communication describing complex scientific processes to a layperson audience.
- Communicate the value and return on investment that Vibrant Planet provides to the customer's organization, their stakeholders, and their planning needs.
- Cross-functional communication: communicate clearly with internal science and engineering teams.

## GIS and Technical Support

- Perform basic vector operations including buffering, clipping, and geometry cleanup to prepare spatial data for use in the Vibrant Planet platform.
- Troubleshoot common spatial data issues such as invalid geometries, incorrect projections, and file formatting problems.
- Review client-supplied spatial data to confirm it matches their intent and will work correctly in our system.
- Lead customer-facing office hours and tutorials covering foundational spatial data workflows, occasionally in ArcGIS or QGIS.
- Partner with the product team to test new features and products from a customer's perspective.

## Experience and Background

- BA/BS in Natural Resources, Environmental Science, GIS, or related field (preferred).
- 2+ years of relevant work experience in one or all of the following areas:
  - Community wildfire planning processes including Community Wildfire Protection Plan development or community wildfire risk mitigation project design.
  - Fire Protection and/or Forestry agencies practicing wildfire risk mitigation.
  - Fire behavior modeling, including fuel models, fire intensity metrics, burn probability, and fire behavior simulation platforms (e.g., FlamMap, FSim, or equivalent).
  - GIS, including ArcGIS or QGIS, applied to wildfire risk mapping or mitigation and planning efforts.

## Characteristics and Skills

- Detail-oriented with a proven track record of independent accountability.
- Strong interpersonal and communication skills, with demonstrated ability to build trust with partners and clearly translate complex technical or scientific concepts for non-technical audiences.
- Comfort presenting to large audiences and giving live technical demonstrations.

- Excitement for building relationships with a wide range of clients by maintaining a professional, personable, and engaging demeanor.
- Ability to thrive in an environment of uncertainty and ambiguity, where change is frequent and team needs change quickly to address customer needs.
- Proven track record of designing, refining, or implementing scalable processes and/or workflows that improve overall team success to reach goals or meet company metrics.
- Proficient in ArcGIS or QGIS, including vector and raster operations and spatial data best practices, with the ability to work independently and train others confidently in these skills.
- Knowledge of fire ecology and wildfire suppression tactics.
- Knowledge of the ecological and societal dimensions of forest management and wildfire resilience within the WUI throughout the western US.
- Passion for our mission.

## Location & Requirements

We are a remote-first company with the majority of the team in the US west coast time zone. The following are required:

- Full time, year-round employment.
- Pacific or Mountain Timezone hours and US location.
- An operational independent/home office with sufficient internet speeds.
- Some travel is required.

## Compensation

\$115,000-135,000 salary (DOE), plus equity and benefits

## Benefits

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

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