Account Manager

Intterra started as a company on a mission to arm the fire service with big-data solutions so they can be better informed, more flexible, safer, and ultimately more valuable to their communities. In its 12-year journey, the core applications have grown to provide Operations, Incident Management, Preplanning and Reporting functions in a SaaS environment to various community-minded clients from the national/federal level to local government & the private sector.

As a member of the Customer Success team, the Account Manager is responsible for supporting Intterra's existing customer base, assuring as new customers come on, the products are accurately configured, end users are trained, and user adoption meets the designated targets. The ideal candidate is comfortable working in a fast-paced environment supporting multiple customers and ultimately positioning them for annual renewal of the Intterra SAAS products.

We are looking for an Account Manager with experience working with multiple customers, experience in Fire or Emergency Services is a plus. The ideal candidate will also have experience with Fire Reporting or Community Reporting, either via specific tools, or experience with the types of information agencies and agency-selected need.

Job Responsibilities:

- Develop relationships with client contacts and be the advocate for the client for all things related to Intterra services
- Drive Customer Success and Account Management activities to develop and deliver onboarding & implementation practices that work for Intterra and are perceived as successful by our clients
- Ability to establish and maintain expert level knowledge of key product capabilities and configurations, acting as a subject matter expert for Intterra systems and configurations
- Develop Account Strategy & engagement plans, paying attention to and communicating the renewal/resubscription likelihood
- Assist in marketing as needed; including, but not limited to: conferences, user communities, targeted sales engagements
- Work as part of the Customer Success Team to improve processes, metrics, and ultimately client retention
- Proactively analyze client data to assure data quality and diagnose data anomalies
- Conduct web-based requirements sessions with end-users to understand their configuration needs.
- Document notes, action items, and tasks in the appropriate tools and follow up on resolutions; possess a responsive, service-oriented attitude
- Troubleshoot tickets reported by end users – follow through to resolution
- User testing of system enhancements and features

Skills:

- GIS experience desired
- Strong Knowledge in Excel (for data validation activities)
- Experience with HubSpot a plus
- Excellent written communication skills a must