

Customer Success Lead

Public Safety & Emergency Management

Location: Sausalito, CA (hybrid)

Travel: ~25% (roughly one trip a month, plus on-site onboarding and customer exercises)

Reports to: Head of Sales

Compensation: \$100,000-\$135,000 base + performance bonus + equity

About Perimeter

When an emergency unfolds, the public safety agencies responding often don't have a shared picture of what's happening, and neither do the residents they're trying to protect. Perimeter is an AI-powered public safety platform that closes the gap, giving every agency a shared, real-time visual as conditions change, and a simple way to keep the public informed. The result is better coordination during emergencies and special events, and communities that have the information they need to stay safe.

We're a high-performance team that values ownership, acting with urgency, setting big goals, and solving the "impossible" problems that hold back progress in the public safety industry.

Joining Perimeter today means you'll get a ground-floor seat, meaningful ownership, and the chance to build a category-defining company in public safety. If you want to do the best work of your career on something that genuinely matters, you'll fit right in.

The Role

You'll own our relationships with every agency using Perimeter, from the kickoff call through renewal: onboarding and training their people, answering them when something breaks, and making sure the platform is actually in use when an incident starts rather than sitting idle.

You'll also build our customer success function and lead it as the team grows, bringing important insights from our customers back to our sales, product, and engineering teams.

What You'll Do

- Own the relationship with every Perimeter customer, from kickoff through renewal.
- Run onboarding and training: schedule and deliver initial sessions, coordinate go-live, and retrain as agency personnel rotate.
- Be the first response on inbound support. Triage what comes in, resolve what you can, and pull in engineering when the issue is real.
- Serve as point of contact for critical issues, including occasional nights and weekends when an agency is activated, working an on-call rotation shared with engineering and leadership.
- Check in with every account on a regular cadence to ensure successful product utilization.

- Own renewals, and surface expansion or referral opportunities with our customers.
- Bring the operational perspective into product: tell product and engineering what customers actually do in the field, and get release notes out.
- Build the playbooks. You'll own our ticketing system, severity definitions, knowledge base, and onboarding process.

The Ideal Candidate

- Credibility with public safety leaders. You've worked in or alongside public safety, or supported it as a vendor, and you can hold your own with a Chief or an EM Director.
- Experience in customer success, account management, implementation, or technical support at a software company, or equivalent experience supporting technology inside a public safety agency.
- Comfortable being the only person on the account. You can set an effective engagement strategy and proactively escalate risks instead of waiting to be asked.
- Demonstrable knowledge of training design, delivery, or program implementation in public safety.
- Willing to work flexible hours on a rotation to support critical customer requests during large activations. Our commitment on critical issues is a 30-minute acknowledgment, 24/7.
- Hands-on experience with a ticketing system (Freshdesk, Zendesk, HubSpot Service Hub, or similar) and comfortable working out of a CRM.
- Familiarity with the National Incident Management System (NIMS) and the National Response Framework (NRF).

Why Perimeter

- Your work directly improves how communities prepare for and respond to disasters.
- A foundational role with real ownership and early-stage equity.
- A growing market: climate-driven emergencies and rising public expectations are creating demand across every market we serve.
- Full coverage of employee medical and dental premiums, a 401(k) you're eligible for on day one, and unlimited PTO plus 11 paid holidays.
- A monthly gym membership reimbursement.

Perimeter is an equal opportunity employer and considers all qualified applicants without regard to any legally protected characteristic.