OpenCounter is currently seeking a Project Manager to help us support – and learn from – our growing customer base. Experience working with or in the public sector is required.

About the Company

OpenCounter is building a new generation of permitting and licensing software for state and local governments. The company was incubated at Code for America in 2012, and was a winner of the Knight News Challenge for Open Government in 2013. Since then, we’ve scaled to serving 50 of the largest cities in the country (San Diego, Atlanta, Detroit, Orlando and others), and processed hundreds of thousands of permit applications each year. In early 2019, we were acquired by GTY Technology Inc. (NASDAQ:GTYH) to become part of the preeminent public sector SaaS platform. Our goal is to build modern tools that help cities streamline service delivery, improve citizen engagement, and promote economic development.

About the Position

The Accounts team works with public agencies all over the country to help make the municipal code easy to understand for the general public. In this role, you’ll work closely with our clients to understand how their regulations work and translate those regulations into a user-friendly experience using the OpenCounter software. If you can handle an advanced Excel formula, you’ll be able to work in our system.

Communication, both written and verbal, is key to success in this position. You will need to be able to set clear expectations in order to keep the client engaged and the project timeline on-track. More importantly, you will need to exercise leadership in this role as we guide our clients through process improvement and digitization.

Primary responsibilities for this position include the following:

- Strong understanding regulatory processes (e.g. zoning and permitting regulations, public agency organizational procedures) and personas
- Set and maintain expectations with clients
- Translate municipal code into a custom Excel-like language
- Present complex issues in a manner that is easy to understand
- Clearly communicate the value and goal of the platform

Requirements:

- Background in government, particularly municipal planning or community development
- Ability to use advanced Excel formulas
Employment Details

OpenCounter is headquartered in San Francisco, but operates as a fully remote company. As a remote team, we check-in with each other daily using Slack and other tools. Team members can be based in other North American time zones but must be available during 9am-2pm PST. The Accounts Team will meet periodically for skills training and team building. Some travel may be needed for this position. We also hold bi-annual retreats for our team in rotating locations. The next team offsite is scheduled for Q2 of 2020, which we would like you to attend. Training for this role will take place in either the SF Bay Area or Seattle.

Reports to:        Linh Vuong – Director of Accounts

Start Date:        This position opens in April 2020.

Compensation:      Salary commensurate with experience and location.

Benefits:         OpenCounter offers Medical, Dental, and Vision insurance, and covers 99% of the plan costs for employees, and 50% for dependents. We plan to offer a 401k in 2020.

Open Counter Enterprises Inc. is an equal opportunity employer and will not discriminate against any employee or applicant on the basis of age, color, disability, gender, national origin, race, religion, sexual orientation, veteran status, or any classification protected by federal, state, or local law.