

CLEMIS Authority

CHIEF REVENUE & CUSTOMER OFFICER (CRCO)

Metro Detroit, Michigan | Hybrid

POSITION SUMMARY

CLEMIS Authority is seeking a Chief Revenue & Customer Officer (CRCO) to lead the organization's revenue growth, customer strategy, business development, marketing, and overall customer experience.

This is an executive leadership position responsible for the entire customer lifecycle, from identifying and developing new agency relationships through contracting, implementation, adoption, ongoing engagement, renewal, and expansion.

The CRCO will work closely with the CEO and executive leadership team to build a coordinated growth and customer strategy that reflects CLEMIS Authority's unique position as a locally governed public technology organization serving public safety agencies and communities.

Unlike a traditional private-sector technology company, our success is not measured simply by maximizing revenue. Growth must strengthen the shared system, provide value to participating agencies, and support the long-term sustainability of the Authority.

KEY RESPONSIBILITIES

Revenue Strategy & Growth

- Develop and execute the Authority's overall revenue and growth strategy.
- Establish measurable goals for new agency acquisition, product adoption, expansion, retention, and recurring revenue.
- Identify opportunities to expand the Authority's reach geographically and across public-sector customer segments.
- Develop pricing, packaging, and go-to-market strategies that balance growth, sustainability, affordability, and the Authority's public mission.

KEY RESPONSIBILITIES

Business Development

- Lead the development of new agency and strategic relationships.
- Build a disciplined business development process from initial lead generation through discovery, proposal, contracting, and implementation handoff.
- Represent the Authority at conferences, industry events, customer meetings, and other external engagements.
- Build and manage a measurable pipeline of prospective agencies and opportunities.

Customer Experience & Success

- Own the overall customer experience across the organization.
- Develop a customer success strategy that moves the organization from primarily reactive support toward proactive agency engagement.
- Establish consistent processes for onboarding, implementation, adoption, relationship management, customer health, and renewal.
- Ensure agencies understand the products and services available to them and are receiving measurable value from their participation.
- Develop mechanisms for regularly capturing customer feedback and incorporating that feedback into organizational priorities.
- Create clear escalation paths for customer concerns and ensure issues are addressed with urgency and accountability.

Contracts, Renewals & Expansion

- Develop a structured process for agency agreements, renewals, and contract management.
- Create visibility into upcoming renewals, contractual commitments, pricing changes, and expansion opportunities.
- Partner with finance, legal, operations, and technology leadership to ensure agreements accurately reflect organizational capabilities and commitments.
- Identify opportunities for existing agencies to adopt additional products and services when those solutions provide meaningful value.

Marketing & Brand

- Lead the Authority's marketing and external communications strategy.
- Develop clear messaging that communicates who we are, what we provide, and why the shared model creates value for participating agencies.
- Oversee brand strategy, digital presence, conferences, industry engagement, customer communications, and product marketing.
- Ensure marketing supports measurable business development and customer engagement objectives rather than operating as a stand-alone function.
- Partner with organizational leadership during the evolution of the CLEMIS brand and broader positioning of the Authority.

KEY RESPONSIBILITIES

Customer & Market Intelligence

- Develop a disciplined process for understanding customer needs, emerging market trends, competitive alternatives, and opportunities for new services.
- Ensure customer insights are communicated throughout the organization and incorporated into product and organizational planning.
- Partner closely with technology and product leadership to connect customer needs with product priorities without allowing individual customer requests to replace an intentional product strategy.
- Use customer data, CRM information, surveys, interviews, and other feedback mechanisms to identify trends and opportunities.

Leadership & Organizational Development

- Build and lead an integrated revenue and customer organization.
- Establish clear roles, responsibilities, expectations, metrics, and accountability across business development, marketing, customer success, contracts, and related functions.
- Develop team members and create scalable processes that can support the Authority as it grows.
- Serve as a member of the executive leadership team and participate in organization-wide strategy, budgeting, planning, and decision-making.
- Work collaboratively with the CEO, COO, CTO and other organizational leaders to ensure commitments made to customers can be successfully delivered.

INITIAL PRIORITIES

The successful candidate will initially focus on:

- Establishing a comprehensive revenue and customer strategy.
- Building a measurable business development pipeline.
- Implementing disciplined CRM practices and customer lifecycle management.
- Developing a proactive customer success model.
- Creating structured contract and renewal management processes.
- Establishing customer health and engagement metrics.
- Improving visibility into revenue forecasting and growth opportunities.
- Aligning marketing and branding with the Authority's growth strategy.
- Strengthening the connection between customer feedback and product strategy.
- Helping define the organizational structure and talent needed to support future growth.

DESIRED EXPERIENCE

The ideal candidate will bring significant leadership experience across several areas:

- Revenue growth, business development, customer success, account management, government technology, SaaS or technology services, public-sector sales, marketing, strategic partnerships, or customer experience.
- Experience building or transforming revenue and customer-facing functions is strongly preferred.
- The successful candidate should be comfortable operating in an organization that combines elements of technology, government, public safety, and shared services.
- Experience working with state or local government, public safety agencies, government technology, or complex multi-stakeholder environments is highly desirable.

LEADERSHIP PROFILE

We are looking for a leader who:

- Builds relationships. Our organization exists because agencies choose to work together.
- Thinks strategically but executes. Strategy must translate into measurable action.
- Understands customers. Customer feedback should influence our direction without allowing the loudest individual voice to determine it.
- Creates structure. The organization is growing and requires repeatable processes, clear ownership, and measurable accountability.
- Communicates clearly. This role must be equally comfortable speaking with a police chief, fire chief, government executive, technology leader, employee, vendor, or Board member.
- Values collaboration. Revenue, customer experience, operations, and technology cannot operate independently.
- Understands our mission. Growth matters because a stronger shared network creates greater value for the agencies and communities we serve.

LOCATION

The position is based in Metro Detroit. The Authority is open to a hybrid work arrangement for candidates whose experience and qualifications strongly align with the needs of the position. The role will require engagement with organizational leadership of employees, customers, and stakeholders throughout Michigan and the region.

HOW TO APPLY

Qualified candidates should submit a resume by Wednesday, September 9, 2026 to:

Scott Grewe

Chief Operating Officer

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