

# Director of Customer Experience

## Marqii:

Marqii is on a mission to empower hospitality businesses of all sizes to be found online through easy-to-use listings, menu, & review management.

We're a SaaS platform designed to help hospitality brands control their location data and menu content, and track and manage their reviews. With our direct partnerships with 80+ online listing platforms including Google, Yelp, Apple Maps, Facebook, and Trip Advisor. By increasing the availability of consistent and accurate information across the Internet, Marqii helps businesses move closer to the top of "\_\_\_ near me" search results.

A fast growing early stage (Seed) startup, Marqii currently serves more than 2,100 restaurant and hospitality business locations across the US. Learn more about us, our team, and our values at [marqii.com](http://marqii.com).

Marqii is looking for a Director of Customer Experience to lead us into our next stage of technical growth. Our priority is someone with a learning, growth, and leadership mindset. So if this sounds like you but you're not sure how your experience measures up, drop us a line anyway!

## What You'll Do:

- Join Marqii's leadership team as we shape our company culture and roadmap.
- Own the entire customer experience function of the organization.
- Expand and lead our customer experience team.
- Embody our client-driven development philosophy by soliciting feedback from internal (Sales, Customer Service, Finance) and external (customers, partners, vendors) groups, then working directly with product and development teams to set product roadmap priorities.
- Work with Sales and Marketing teams to jointly develop customer growth and retention programs.
- Develop and manage an efficient, professional, and scalable on-boarding plan for new customers.
- Design and implement end-user training, determine the optimal methodology and required resources (API's, etc.), manage customer data, customer interactions and overall customer satisfaction.
- Design and conduct regular business reviews with all customers, and share feedback with relevant stakeholders.
- Define, maintain, and report on performance metrics for the Customer Support organization.
- Serve as the face of Marqii in meetings with customers, partners, vendors, industry associations, and community organizations.

- Learn as you go and move forward quickly.

**Who You Are:**

- A leader with technical vision and a customer-driven product mindset
- Passionate about the connection between customer relationships and revenue goals
- Excited to get in on the ground floor of a growing startup and build things
- A people manager, with experience hiring and leading remote teams
- Familiar with the ins and outs of B2B SaaS platforms
- You approach work with a collaborative mindset, give and receive feedback generously, and embody a spirit of hospitality in your communication.
- Willing to travel 4-6 times/year for in-person meetings and events

**What We Offer:**

Salary Range: \$125k-\$150k + equity

Health/vision/dental Insurance

401K

WFH stipend

Fully remote working environment

Unlimited PTO

Monthly remote team events; quarterly and yearly in-person events

To apply, please send your resume to [people@marqii.com](mailto:people@marqii.com), with the subject line “Director of Customer Experience - <Your Name> - <breakfast tacos or bagels (whichever your vote is for most perfect breakfast item)>”