

# Customer Support & Onboarding Specialist

## 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, and Facebook. 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 4,000 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 Client Support/Onboarding Specialist who will work with a set of clients who have made the investment in Marqii to manage their search experience across a network of maps, apps, social networks, directories, and search engines. Your role is to support/onboard/manage our clients' post-sale relationships by becoming an expert in Marqii products, internal processes, and the needs of our customers.

## What You'll Do:

- Onboard our new clients on to the Marqii platform - this includes importing their information and a walk through call
- Engage/answer customer inquiries via phone and email, providing a human element of support and help when needed
- Take the initiative to immerse yourself in our processes and be willing to provide feedback, suggest new ideas, and lead projects that will improve the business
- Treat our clients and your colleagues with respect

## Who You Are:

- 1-3 years into your career and looking to join a small team where you will learn a lot, have some autonomy, and have an opportunity to make a big impact
- Comfortable talking with people, teaching people and conversing with people from many different backgrounds, not afraid to hop on the phone to answer questions
- A patient teacher (think of teaching someone how to use technology who doesn't know anything about technology)
- Willing to learn and be coached
- Able to work with others and be a constructive team member

- Strong ability to listen, clearly communicate through written and verbal communication
- A curious learner, someone who is great at figuring out solutions to a variety of different problems
- A maker, builder, and fixer
- Autonomous - you love being handed a project and running with it
- An investigator - when you don't know an answer your first instinct is to Google it before asking, knowing that it helps you learn
- Excited to be successful and develop a career

**What We Offer:**

Salary Range: \$35k - 40k

Health/vision/dental Insurance

401K

WFH stipend

Fully remote working environment

Unlimited PTO

Monthly remote team events; yearly in-person events

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