# Marqii

# Review Response Associate

**About the Role:**

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

A fast-growing early-stage startup, Marqii currently serves more than 8,000 restaurant and hospitality business locations across the US. Learn more about us, our team, and our values at marqii.com.

Marqii is looking for a Review Response Associate who will work with a group of clients who have partnered with Marqii to respond to reviews left by their customers. Your role is to respond to our customers' reviews on sites like Google, Yelp, Facebook, GrubHub, and OpenTable. The role will involve managing responses to daily reviews in the customer's tone and brand voice.

**What You'll Do:**
- Respond to customer reviews in a timely and/or required time frame
- Utilize tech tools (ex: ChatGPT, Marqii dashboard, Slack) to respond to customer reviews and communicate with the internal Marqii team
- Promptly and clearly communicate with the Team Lead/Manager in the event of issues, such as client account problems or unavailability for work
- Use customer feedback to refine reviews and ensure they meet customer expectations

**Who You Are:**
- Able to accommodate and adapt to the needs of the client
- Comfortable responding to reviews in various customer tones
- Experience working and training AI tools ChatGPT
- Has effective time management skills working remotely
- Has strong organizational skills and is able to keep up with various customer needs

**What We Offer:**
Hourly Rate: $18/hr
20 -30 hours during business hours (Mon - Fri /9AM-6PM EST)

To apply, please send your resume to people@marqii.com, with the subject line "Review Response Associate - <Your Name>"