



Client Support Specialist

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 10,000 restaurant and hospitality business locations across the US. Learn more about us, our team, and our values at marqii.com.

Example:

Marqii is looking for a Client Support 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 and 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:

- Engage/answer customer inquiries via phone and email, providing a human element of support and help when needed
- Work closely with our Product and Engineering teams to provide feedback and help shape the future of the product
- Take the initiative to immerse yourself in our processes and product 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:\$45,000-\$50,000

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, with the subject line "Client Support Specialist - <Your Name> - <breakfast tacos or bagels (whichever your vote is for most perfect breakfast item)>"