



Account Manager

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.

A fast-growing Series A+ 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.

Job Description:

We are seeking a proactive and results-driven Account Manager to join our team. The ideal candidate will work closely with customers throughout the entire customer lifecycle, focusing on retention, customer satisfaction, and growth. This role is critical in ensuring that our clients maximize the value of Marqii's products and services, leading to customer retention and expansion opportunities. Success in this role requires the ability to understand and explain technical product features.

What You'll Do:

- **Customer Relationship Management:** Build and maintain strong, long-lasting relationships with clients, serving as their primary point of contact and trusted advisor.
- **Customer Lifecycle Management:** Guide clients from onboarding through to renewal, ensuring they derive maximum value from our products and services.
- **Retention & Satisfaction:** Monitor customer health metrics, proactively addressing any issues to ensure high levels of customer satisfaction and retention.
- **Customer Expansion & Upsell:** Identify opportunities for customer expansion, including upselling additional products or features, and executing on those opportunities.
- **Technical Product Expertise:** Develop a deep understanding of our platform and related integrations, acting as a resource to guide clients on best practices.
- **Client Training & Support:** Provide clients with training and support to help them effectively use Marqii's tools, ensuring they meet their business goals (assistance from Onboarding and Support teams).
- **Collaboration with Internal Teams:** Work closely with sales, product, and support teams to ensure seamless communication and that customer needs are being met.
- **Feedback Loop:** Gather and relay customer feedback to the product and development teams to inform future product enhancements and innovation.
- **Reporting:** Track and report on key account metrics, including retention rates, customer satisfaction scores, and upsell performance.

Who You Are:

- A go-getter with 3+ years of experience in account management, customer success, or a related role, preferably in SaaS or technology companies.
- 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.
- An excellent problem-solving abilities, with a proactive and strategic approach to managing customer relationships.
- Have a background in technical support and troubleshooting.
- You approach work with a collaborative mindset, give and receive feedback generously, and embody a spirit of hospitality in your communication.
- Proficient in CRM systems (Salesforce) and customer success (Planhat) tools is a plus.

What We Offer:

Salary Range: \$70k - \$90k OTE + equity

Health/vision/dental Insurance

401K

WFH stipend

Fully remote working environment or New York office

Unlimited PTO

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