



Client Support Specialist

About 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, 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 and GEO results.

A fast-growing startup, Marqii currently serves more than 15,000 restaurant and hospitality businesses across the US. Learn more about us, our team, and our values at marqii.com.

About The Role:

Marqii is looking for a Client Support Specialist to support hospitality brands that rely on Marqii to manage their digital presence and connect with their customers online. In this role, you'll become an expert in Marqii's products, publisher ecosystem, and internal processes while helping customers troubleshoot issues, answer questions, manage requests, and get the most value from the platform. You'll work across multiple systems, collaborate with teams throughout the organization, investigate and resolve complex problems, and play a key role in delivering an exceptional customer experience.

What You'll Do:

- Respond to customer inquiries via email and phone, providing thoughtful, timely support and helping customers get the most out of Marqii.
- Investigate and troubleshoot customer issues, leveraging internal resources, documentation, and team expertise to identify solutions.
- Manage and prioritize multiple customer requests, projects, and follow-up items while maintaining strong attention to detail.
- Learn and become proficient in Marqii's products, processes, publisher ecosystem, and internal systems, including Planhat, Salesforce, and Pylon.
- Partner closely with Product and Engineering to escalate issues, share customer feedback, and advocate for improvements that enhance the customer experience.
- Maintain accurate customer records and documentation to ensure visibility and continuity across teams.

- Work collaboratively across teams while taking ownership of your responsibilities and delivering a high level of service to our customers.
- Treat our clients and colleagues with professionalism, empathy, and respect.

Who You Are:

- 1-3 years into your career and excited to join a growing team where you can make an impact and learn quickly.
- Comfortable helping customers through phone, email, and chat conversations.
- A patient teacher who enjoys helping others understand and use technology, and can translate technical concepts into clear, customer-friendly language.
- Naturally curious and resourceful. You enjoy figuring things out and learning new tools and systems, and digging into complex issues to identify root causes.
- Highly organized and able to manage multiple priorities, follow-ups, and deadlines without losing attention to detail.
- Proficient in Google Sheets and comfortable navigating multiple systems simultaneously while maintaining accuracy and attention to detail.
- Proactive when seeking help. You do your homework, gather context, and come prepared with thoughtful questions.
- A strong problem solver who enjoys investigating issues and finding practical solutions.
- A clear and professional communicator, both written and verbal.
- Dependable, accountable, and comfortable working independently while collaborating with a team.

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)>”