



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.

A fast-growing Series A+ startup, Marqii currently serves more than 12,000 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 client-focused and detail-oriented Onboarding Specialist to join our Customer Experience team. The ideal candidate will work closely with new customers during the critical first 90 days of the customer lifecycle, guiding them through a smooth implementation and ensuring a fast time to value. You will be responsible for setup, training, troubleshooting, and ongoing support during onboarding. Your work will directly impact customer satisfaction, retention, and long-term success.

This role is vital to helping clients understand the value of Marqii early on and will report to the Onboarding Team Lead and Customer Experience Manager.

What You'll Do:

- **Client Implementation:** Lead the onboarding process for new clients, including platform setup, data collection, and systems integration to ensure timely and accurate implementation.
- **Time to Value:** Drive a fast and successful time to value for every new customer, ensuring that they are up and running on Marqii's platform as quickly and effectively as possible.
- **Training & Education:** Provide live training and resources to help clients understand and use Marqii's tools, setting them up for long-term success.
- **Troubleshooting & Support:** Serve as the primary point of contact for new clients during onboarding, proactively addressing issues and answering questions as they arise.
- **Customer Check-ins:** Conduct monthly check-ins during the onboarding period to assess progress, offer support, and reinforce product value.
- **Collaboration with Internal Teams:** Work closely with Sales, Support, and Product teams to ensure a seamless handoff and strong alignment throughout onboarding.
- **Client Success Metrics:** Own onboarding success metrics including time to value and client satisfaction, measured by Net Promoter Score (NPS) and qualitative feedback.

- **Feedback Loop:** Share client insights and common challenges with internal teams to help drive product and process improvements.

Who You Are:

- A proactive and customer-obsessed professional with 2+ years of experience in onboarding, implementation, or customer success, ideally in SaaS or hospitality tech.
- Driven by metrics and motivated to help customers reach their goals quickly and successfully.
- An excellent communicator who thrives in a fast-paced environment and can manage multiple onboarding timelines simultaneously.
- Confident in troubleshooting issues and guiding clients through new systems and processes.
- Highly collaborative, with a team-first mindset and a commitment to delivering excellent service.
- Experience with Salesforce, Planhat, or other onboarding/project management tools is a plus.

What We Offer:

Salary Range: \$50k + 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 "Onboarding Specialist - <Your Name>"