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 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 seasoned, results-driven Senior Account Manager to join our team. The ideal candidate will own a large, multi-location book of business ($1M+ ARR) across the entire customer lifecycle, with a focus 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 retention and expansion. Success in this role requires the ability to understand and explain technical product features, and to become a subject matter expert in online discoverability (listings, local search, and reputation) who clients and internal teams turn to for guidance.

What You'll Do:

- **Customer Relationship Management:** Build and maintain strong, long-lasting relationships with clients, including senior stakeholders and multi-location operators, serving as their primary point of contact and trusted advisor.
- **Book of Business Ownership:** Manage a large book with discipline, prioritizing accounts by risk and opportunity so every client gets the right level of attention.
- **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, identify churn risk early, and lead save plans that keep at-risk accounts.
- **Customer Expansion & Upsell:** Identify, build, and close expansion opportunities, including additional products, features, and locations, and own growth targets for your book.
- **Discoverability Expertise:** Develop deep expertise in listings, search visibility, publisher ecosystems, and our platform integrations. Translate that knowledge into best practices and strategic recommendations for clients.
- **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 and meet their business goals (assistance from Onboarding and Support teams).
- **Collaboration with Internal Teams:** Work closely with sales, product, marketing, onboarding, and support teams to ensure seamless communication and that customer needs are being met.
- **Team Leadership:** Share playbooks and best practices with the broader AM team, and help mentor newer Account Managers.
- **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 seasoned account management or customer success professional with 5+ years of experience, including a proven track record of managing a large book, retaining revenue, and driving expansion, preferably in SaaS or technology companies.
- Able to point to measurable results, such as gross and net revenue retention, expansion revenue, or churn reduction.
- Passionate about the connection between customer relationships and revenue goals.
- Excited to join a growing startup and build things, comfortable with ambiguity, and able to work independently without heavy direction.
- A strong problem solver with a proactive and strategic approach to managing customer relationships.
- Have a background in technical support and troubleshooting, and are comfortable learning technical products quickly and explaining them clearly.
- 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: $100-$115K 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 "Senior Account Manager - <Your Name>"