**NetJets – Customer Profile Research Associates**

***November 2019***

***Department: Owner Insights/Market Research***

***Location: Columbus, Ohio***

***Purpose of Position:***

The Customer Profile Research Associate will enable us to provide exceptional experiences via thorough knowledge of our Owners. The Customer Profile Research Associate will be responsible for developing and maintaining Owner profiles including information on the Owner's network and affiliations. The Customer Profile Research Associate will ensure that all information is accurate and up to date, and will be responsible for determining the best way to continuously improve the profiles utilizing process and technology enhancements.

***Major Duties/Responsibilities and Essential Functions:***

* Monitoring and updating Owner profile data to ensure it is accurate and up to date.
* Developing and executing the strategy of Owner profiles. This includes strategic vision of the information we gather regarding our owners, technology systems for maintaining this data and how to integrate this information with other systems.
* Developing special requests reports regarding Owner data in preparation for meetings with our Owners.

***Essential Qualifications:***

BS/BA degree required (Business, Marketing, Library Sciences or related field)

* Passionate customer advocate with an innate desire to build great experiences and drive an "outside-in through the lens of the Owner" mentality.
* 4-6 years experience in marketing, customer biography/profile development, sales or other position associated in the service industry.
* Demonstrated ability to research information and build clear and concise reports for senior leaders.
* Demonstrated ability to learn and quickly comprehend new concepts.
* Demonstrated strong oral and written communication and presentation skills.
* Experience facilitating meetings with multiple customers and technical staff, including building consensus and mediating compromises when necessary.
* Strong interpersonal and networking skills.
* Exceptional verbal and written communication skills with strong attention to detail.
* Ability to use related computer programs with strong PC skills; advanced proficient in Excel and Power Point.
* Lead presentation development to gain required approval from executive management.
* Ability to negotiate, influence and build credibility with internal organizations.

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