

- **Access to great employee benefits, including staff travel**
- **Various opportunities to progress your career within the Qantas Group**
- **Exciting entry level role with exposure to all Jetstar regions**

Jetstar thrives on innovation. We're always looking for dynamic and proactive professionals to help our business work smarter and more efficiently. You will be encouraged to think innovatively whilst developing and maintaining best practice.

The Opportunity

As part of the Customer Insights and Strategic Projects team, this role will be responsible for reporting and providing insight into the drivers behind our customer feedback (Net Promoter Score responses, complaints, customer calls, social posts and chats etc.). The role supports various analytic tasks including, daily, weekly and monthly reporting, adhoc analysis on customer feedback drivers at both a Group and airline level as well as delivering on the Customer Strategy for the Jetstar Group. This role requires the incumbent to be a strong customer and team advocate to ensure customers (both internal and external) are at the heart of what we do. Ideal role for a recent graduate or first mover.

Key duties and responsibilities include:

- Preparation of real-time, weekly and monthly contact centre performance reports
- Managing the preparation of monthly and quarterly executive and board reports on Jetstar's Customer NPS and complaints
- Ad-hoc complaint and contact reporting in response to business requests and business case development
- Manage NPS and contact center data, including the monitoring of data inflow/outflows, survey sampling, and coordinating data management with Data team
- Preparation of real-time, weekly and monthly contact centre performance reports
- Preparation of other ad-hoc complaints NPS and contact reporting
- Administrative/data security tasks (including user access review/management) in support of audit or other compliance requirements
- Deep dive investigations into salesforce (customer contact) data
- Build self-service reporting functionality within PowerBI and other data driven systems (supporting the Customer Insights Specialist)

About you

This is a role with unique responsibilities as well as project based and ad-hoc requirements. Your capabilities will be continuously tested, and the role will expose you to varied career development opportunities.

The successful candidate will need the following skills sets:

- Tertiary qualifications in Business, Economics, Econometrics, Business Intelligence, Data Analytics and / or Financial Analysis
- Demonstrated experience in reporting and data analysis
- Demonstrated networking and stakeholder engagement skills
- Knowledge of NPS and customer survey methodologies
- Excellent Microsoft Office suite skills (particularly PowerBI) with the ability to communicate information that tells a story, highlights key insights and stakeholders
- Preferred skills in Qualtrics survey platform and/or Salesforce reporting
- Self-motivation with a positive attitude and commitment to deliver high quality outputs to tight deadlines
- Accurate, reliable and efficient analysis of data from multiple sources and business experts
- Strong analytical skills with the ability to collect, organize, analyse, and disseminate significant amounts of information with attention to detail and accuracy

Our Culture

Jetstar is alive with a sense of adventure. Day in and day out, our teams search for new places to fly, new ways to add value and new ideas to improve performance. If you love the road less travelled, you'll love working here because ours is a team who innovate every day, thrive on delivery, support each other and celebrate our successes. You'll be supported to challenge, anticipate and explore while you connect people and enrich lives. We encourage diversity and aim to create an environment where our employees feel valued, respected and enabled.

Our Benefits

Team members have access to heavily discounted fares to destinations all over the world – not only for team members, but for their favourite travel companions too. Our staff travel benefit includes discounts on airfares, accommodation, car hire and travel insurance for both domestic and international travel. Discounts can be used within the Jetstar Group airlines, Qantas and other partner airlines.