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# Example of Customer Intelligence Job Description

Our growing company is looking to fill the role of customer intelligence. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer intelligence

* Defines and oversees team objectives and the acquisition and development of resources to meet those objectives
* Ensures the successful delivery of multiple complex, high quality consulting engagements resulting in high levels of customer satisfaction·
* Works closely with Sales, Pre-sales, National Solution Leads and Business Development
* Executives to ensure that the customer requirements will be met through accurate scoping, estimating and implementation planning
* Defines and manages consulting agreements and ensures that consultants work within timelines and budget
* Provides regular status reporting at the project and consulting team levels for management on a regular periodic basis
* Provides staff with clear understanding of responsibilities, accountabilities and career plan by communicating and managing work assignments, training and performance appraisals
* Ensures staff compliance with established policies and procedures including skills inventory, methodologies, quality assurance and time submission processes
* Collaborates in the development and implementation of business plans specific to practice
* Provides accurate revenue forecasts on a weekly, monthly, quarterly and annual basis

## Qualifications for customer intelligence

* Working knowledge of SQL programming
* Data analysis using SQL, PIG, HIVE, or R
* Familiarity with analytical techniques, including clustering, regression, trend analysis, forecasting, modeling, and experiment design
* Have a bachelors or Masters in Computer Science or equivalent with 2 - 6 years experience in data analysis/ reporting
* At least 2 years experience in writing complex database queries in any SQL language (Oracle, MySQL, etc)
* Experience with any analytics/ reporting tools like Tableau, Business Objects, Spotfire etc is preferable