



Example of Trust & Safety Job Description

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Our innovative and growing company is looking for a trust & safety. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for trust & safety

- Coordinate and manages relationship between internal parties and insurance partners
- Analyze chargebacks to report and identify trends linked to fraudulent transactions
- Be responsible for monitoring numerous real-time queues and prioritize risky transactions for manual review
- Conduct investigations to catch fraudsters, enforce our product policies, and identify fraud trends and risk points
- Manage and track grey market listings for trends, intelligence, and investigative targeting and removal
- Collaborate with our Global Support and Incident Response Team to document and analyze current state processes and pain points for critical business workflows
- Develop key relationships with functional leaders, key stakeholders, local key users and Subject Matter Experts to promote the deployment of improvement initiatives and adoption to change
- Develop appropriate metrics, tools and methods to sustain improvements
- Deliver results through innovation and process improvement to consistently exceed goals, whilst leading others to do the same
- Take policy direction from San Francisco headquarters and efficiently implement at scale

Qualifications for trust & safety

- Applicant should be analytical, detail oriented and organized, however able to think creatively and holistically
- Vendor Management experience highly desired
- Background in advocacy, crisis management, or e-commerce customer service experience in risk management or related Trust and Safety field
- University degree or equivalent work experience (JD / MBA experience preferred but not required)
- 5+ years experience working on content policy, and/or safety issues for a major tech company
- Complete professional fluency in English (additional professional fluency in Japanese preferred but not required)