



Example of Trust & Safety Job Description

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Our 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

- Develop key relationships with internal and external Subject Matter Experts
- Collaborate with our Global CommOps and Incident Response Team to promote the deployment of improvement initiatives and adoption to change
- Develop appropriate metrics, tools and methods to ensure adherence to our internal standards
- Communicate to cross-functional partners proactively and present to people at all levels of the organization
- Provide thought leadership to the broader Safety and CommOps org
- Monitor real-time customer transactions to identify fraudulent activity
- Identify fraud trends from customer transactions, and generate suggestions to mitigate future fraudulent orders
- Manage and communicate real-time notifications for urgent fraud and customer issues
- Investigate and respond to customer inquiries about suspicious transactions, chargebacks, and order exceptions
- Leverage our documented workflow to respond to chargebacks

Qualifications for trust & safety

- Ability to think outside the box and be creative with data
- Hustle and entrepreneurship - driven and focused self-starter, great communicator
- 5+ years of relevant experience, including oversight of large-scale diverse operations and consistent track record of team engagement and

- Multilingual an additional asset
- Must be customer obsessed!