

Example of Trust & Safety Job Description

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Our innovative and growing company is searching for experienced candidates for the position of trust & safety. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for trust & safety

- Research bidding sites (eBay, Amazon,) to identify grey market activity and have all non-company approved selling posts removed
- Own various ad-hoc projects as needed
- Reports to the Trust and Safety Manager
- Gather and document business needs and requirements from internal business partners
- Perform risk assessments for new products and features to mitigate risk to members and customers
- Handle critical time-sensitive incidents of high impact to the company
- Perform post-mortem to analyze gaps and identify optimizations to products and processes
- Craft and communicate effective data-driven stories and updates to internal stakeholders in order to influence decisions and outcomes
- Apply industry knowledge to educate & empower members, customers, and employees on trust & security issues through developing and maintaining Safety Center & Help Center content
- Work collaboratively with business and technical stakeholders to identify optimal solutions based on a variety of criteria (cost, level of effort, complexity, timing, etc)

Qualifications for trust & safety

- Provide status/health of projects to stakeholders and management on a regular basis
- 4+ years of project/product management or risk assessment experience in tech
- Fluency in Chinese language to support our China Market
- Ability to influence and negotiate prioritization of product changes