

Example of Trust & Safety Job Description

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Our company is growing rapidly and is looking for a 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

- Addresses most non-routine issues
- Help design, develop, and execute upon a global, best-in-class Trust and Safety strategy that integrates product, analytics, and operational effectiveness to proactively mitigate risk manage the overall safety of our online and offline customer experience when incidents happen
- Ensure exceptional day-to-day operation of the global trust and safety teams located primarily in SF, Portland, Dublin and Singapore oversee a strategic support services team of training, quality, project management, policy, systems and scheduling resources
- Work with Trust and Safety and India local operations teams to help define, scope, and execute initiatives to support both local and global objectives
- Drive execution of strategic verification and identity-related initiatives
- Dig through data to prioritize the most impactful risks to Yelpers' trust
- Discover emerging trends in site abuse alongside our fraud analysts
- Digest complicated problems into clearly framed measurable projects
- Work with engineers to plan/build/test/release/measure abuse detection features
- Weigh tradeoffs between complex models and simple heuristics

Qualifications for trust & safety

- Ability to multi-task effectively and maintain a high level of attention to detail

- Experience with common project management tools/Familiarity with agile development or other rapid iteration methodologies
- Experience with metrics, analysis and other data-driven decision making
- Familiarity with principles of programming and software systems preferred including SQL, HTML, JavaScript, Tableau, Hadoop
- Ability to develop working knowledge of technical aspects of systems, including configuration, settings, logging, and permissions