

Senior Director Global Customer Support & Integrity

Description

About the Team The Global Customer Support and Integrity Operations team's primary focus is to retain customers and create the best possible experience for them. The team brings a people-first mindset paired with strategy and operations to achieve their goals. They move quickly, leverage first principles thinking, and focus on problem solving. The in-house team is mostly based between Mexico City and Tempe, AZ, and the broader organization includes the global BPO network.

About the Role The Senior Director of Global Support and Integrity Operations will report into the VP, Customer Experience and Integrity. This role will be remote with the expectation to travel domestically and internationally as needed to visit teams and service centers. You're excited about this opportunity because you will:

- Set the strategy and goals for the company's customer service organization to deliver the best possible experience for their merchants, dashers, and consumers
- Evaluate the existing organizational structure and talent, implement the appropriate metrics and goals for the team, and create an incentive framework for the team to achieve scaled output
- Build close relationships with the product and engineering teams to leverage automation and technology to increase operational efficiency
- Improve the customer satisfaction score for support interaction and automation, optimize workforce planning and staffing, decrease the cost of customer and integrity operations
- Ensure that the team provides the highest quality of service for the processes and workflows on the fraud side of the business

We're excited about you because:

- You have built, developed, and managed high-performing and diverse workforces at scale, including non-exempt employees
- You have a bias for action and are a strong problem solver, strategist, and operator
- You are comfortable in high-growth and dynamic environments and have experienced intense scaling and significant business transformation
- You are customer-obsessed and focused on creating a winning outcome for dashers, merchants, customers, and the business
- You leverage first principles thinking to innovate and improve your organization
- You are detail-oriented and have the ability to dive into the weeds as necessary to excel at managing highly cross-functional and complex projects
- You are an expert relationship builder and have partnered closely with highly technical teams to improve customer operations and experience
- You are data-driven and understand how to implement the appropriate metrics and incentives to motivate and improve the output of your team

Compensation The location-specific base salary range for this position is listed below. Compensation in other geographies may vary. Actual compensation within the pay range will be decided based on factors including, but not limited to, skills, prior relevant experience, and specific work location. For roles that are available to be filled remotely, base salary is localized according to employee work location. Please discuss your intended work location with your recruiter for more information. DoorDash cares about you and your overall well-being, and that's why we offer a comprehensive benefits package, for full-time employees, that includes healthcare benefits, a 401(k) plan including an employer match, short-term and long-term disability coverage, basic life insurance, wellbeing benefits, paid time off, paid parental leave, and several paid holidays, among others. In addition to base salary, the compensation package for this role also includes opportunities for equity grants. We expect this position to be filled by 7/29/24 Please mention the word ****RECOMMENDED**** and tag `RMzQuMTQ1LjlyMC41NQ==` when applying to show you read the job post completely (`#RMzQuMTQ1LjlyMC41NQ==`). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Hiring organization

DoorDash USA

Job Location

Tempe, Arizona, United States

Base Salary

\$ 60000 - \$ 110000

Date posted

June 12, 2024

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Contacts

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