

Operations Manager- Trust & Safety

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Company: Wolt

Location: Tel Aviv-Yafo

Category: other-general

We are now looking for an Operations Manager to join our Operations Team in Tel Aviv.

The Trust & Safety team is looking for an Operations Manager to build solutions to ensure that we reduce and respond to safety incidents on our platform. You'll grow familiar with our three audiences Consumers, Wolters and Merchants, and become a point person for all things Safety & Response. You'll have a comprehensive understanding of how safety incidents are reported to us on the platform and, most importantly, how we respond to ensure the best possible experience for our Consumer, Wolters, and Merchant partners.

In addition, you will be expected to be working across the Operations Team and closely with the Legal, PR, and Product Teams.

In our Operations team life moves fast and there is no typical day, so in order to be successful in this role you will need to be self-motivated, confident, and very creative, be a proactive independent thinker and possess leadership skills.

Our operations run seven days a week in multiple cities - although this role is mainly a Sunday-Thursday job, sometimes it will require to be available on weekends too.

Our humble expectations

5+ years of experience in operations in fast-growth companies, preferably with previous team leadership experience

Previous experience in complex security operations or organizations

Experience in working in the public sector (municipalities/governmental offices etc.)- an

advantage

Demonstrated experience in developing and implementing performance management systems, preferably in a fast-paced, high-growth environment.

Proven ability to build scalable and highly effective processes.

Strong leadership skills and the ability to manage and grow large teams.

Excellent analytical skills, with the ability to analyze complex data sets and identify trends and areas for improvement.

Strong communication and interpersonal skills, with the ability to build and maintain strong relationships with internal and external stakeholders.

Knowledge of Israel Safety laws and , with the ability to ensure compliance and mitigate legal risks, is a big plus.

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