

Manager - Rider Support

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Company: Deliveroo Dubai

Location: Dubai

Category: other-general

The job posting is outdated and position may be filled

RESPONSIBILITIES

- Own the Rider Support strategy and initiatives for the UAE and Qatar, which aim to sustainably foster a well performing delivery fleet.
- Execute data analysis and optimization tasks related to improving and analyzing fleet performance.
- Execute on results as needed and coordinate with other related teams and areas, including instating and communicating corrective actions or rewards.
- Manage and scale the Rider Support team, covering tasks such as direct rider off-order support and rider training.
- Liaise with other areas in regards to cross-initiatives to optimize rider performance.
- Own the rider lifecycle and its related metrics from training onwards.
- Liaise with rider-hiring agencies to ensure proper fleet performance and measurement.
- Seek standardisation in regards to rider related processes (KPI measurement).
- Assist in budget execution and tracking in Rider Support & Engagement related fronts.

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