United Arab Emirates Jobs Expertini®

Specialist Rider Communication

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Company: talabat

Location: Dubai

Category: healthcare-practitioners-and-technical

Job Description

At talabat the Rider Engagement Team is dedicated to nurturing talabat's relationship with riders, fostering a sense of community, and ensuring that riders remain at the core of our operations. As a Specialist Rider Projects, you will play a pivotal role within our Rider Experience and Engagement Team, reporting directly to the Sr. Manager of Rider Experience and Engagement for the region, spearheading short-term special projects aimed at elevating the overall rider experience. Your primary focus will be on cultivating rider satisfaction and engagement through strategic initiatives and partnerships.

What's On Your Plate?

Lead the execution, and delivery of short-term special projects focused on enhancing rider satisfaction and engagement, with a particular emphasis on rider deals and partnerships.

Work closely with various stakeholders, including the dispatch, logistics, product, engineering, regional & local operations and marketing, to ensure seamless project execution and alignment with company objectives.

Responsible for measuring, analyzing, improving, and controlling projects spanning across 8 countries in the MENA region.

Implement quality assurance processes to uphold the standards of rider experience and ensure that project deliverables meet or exceed expectations.

Contribute to building a strong sense of community among riders through innovative thinking and initiatives aimed at fostering rider loyalty and retention.

Identify and cultivate strategic partnerships with external stakeholders to enhance the value proposition for riders and drive long-term engagement.

Continuously evaluate project performance and seek opportunities for improvement, iterating on strategies to enhance rider satisfaction and engagement over time.

Qualifications

Technical Skills

2- 3 years of relevant professional experience, Knowledge of the logistics or transportation industry, particularly within the MENA region, is advantageous.

Best practices knowledge in project management, rider engagement strategies, and partnership development

Proficiency in Google sheets and Google Slides

Proficiency in data visualization and reporting tools including Tableau, Data studio, and Looker

BI experience is a plus

Demonstrated Traits

Ability to interpret data and metrics to drive informed decision-making and optimize project outcomes.

Strong organizational skills with the ability to prioritize tasks and manage multiple projects simultaneously.

Ability to grasp complex concepts and apply them to your work / to the business

Strong problem-solving abilities; and process-driven

Track record of getting things done while managing a heavy workload effectively by setting priorities and managing expectations well

Strong written and verbal English & Roman Urdu communication skills across a wide range of stakeholders

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