

Senior Executive, Trust & Safety (User Trust)

GetGo is Singapore's largest and fastest-growing carsharing platform that enables everyone with the freedom to drive without the burden of ownership. Our vision is to be APAC's #1 carsharing platform as we seek to create a mobility ecosystem that's shared and sustainable for all.

As part of the Trust & Safety Team, you will play an important role in consolidating facts, investigating and take swift and decisive action against users who damage our vehicles and/or breach of our community rules. You will execute fact-based and fair enforcement actions, oversee investigation resources, and negotiate with users on payment requirements. You will also handle complex user cases that will require you to explain our terms of service and billing rationale.

Day to Day Activities

- Initiate investigations into GetGo users based on damage photos, user feedback, accident videos, and reports.
- Maintain correspondence with users, providing regular updates on the progress of our investigations.
- Thoroughly review evidence from various sources, including information gathered from our Fleet Operations, Fleet Quality, and Customer Experience teams.
- Provide guidance to a team of Level 1 specialists, ensuring they conduct dependable and comprehensive investigations and document their findings.
- Recommend and implement appropriate enforcement actions against GetGo users who have violated policies or caused damage.
- Collaborate closely with the GetGo Fleet Quality team regarding damage assessments and accident billings.
- Work in coordination with the GetGo Finance team to ensure fair and collectible billings for damages.
- Act as a liaison with external stakeholders, such as authorities and government agencies, during the course of investigations.
- Handle cases with the utmost commitment to customer care, aiming to resolve them satisfactorily and in accordance with established internal guidelines.

Who We Are Looking For

- At least two (2) years of experience in handling disputes, complaints or investigation work in a high-volume consumer technology or tech-enabled firm
- Highly responsible with a strong bias for action and high aptitude to pick up new skills quickly

- Have attention to detail and positive attitude
- Able to think out-of-the-box to resolve complex community and customer challenges
- Comfortable in speaking with customers and handling complex disputes
- Excellent communication, written, and interpersonal skills
- Must display high level of integrity, professional judgement and commitment
- Familiar with customer support technology platforms such as Zendesk preferred
- Accident reporting or motor insurance experience will aid in the execution of daily tasks
- Individuals who experience in negotiation and/or investigative research have an added-advantage

Why You Should Join Us

- Be part of the fastest growing and largest carsharing technology company in Singapore
- Achieve meaningful objectives as part of a mission-driven and values-based organisation
- An opportunity to experience an open, inclusive, and culture-first work environment

Strong personal alignment with our GetGo Values

- Get it going!
- Stay curious and humble
- Drive innovation & improvement
- Keep it simple
- Empathise deeply
- Collaborate for success
- Enjoy the ride