

Senior Program Manager, Onboarding, Amazon Flex

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Company: Amazon Japan G.K.

Location: Japan

Category: other-general

At Amazon we are building a world class last mile operation, significantly complimented by Amazon Flex. Amazon Flex works directly with independent contractors – called delivery partners – to make deliveries to our customers. With Amazon Flex, partners act as their own boss. They can build their own schedule and choose from different types of opportunities (scheduled-ahead blocks, instant offers), all while making great earnings. Amazon Flex is powered by a mobile app that works in concert with our advanced systems, allowing partners to sign in, grab an offer for a time, check out a map of the location, and more.

We are seeking an Onboarding experience Senior Program Manager for Amazon Flex. In this role, you will be responsible for entire in-app onboarding experience from the moment of a new account creation until a Delivery Partner has worked his first block of delivery. To improve the app onboarding and driver experience, you will partner with business, product, customer service, operations- and tech teams to identify driver insights, opportunities, priorities and track short term and long-term initiatives. You will define the roadmap to improve the app, and you will lead pilots and beta programs with our tech teams to launch the new features in JP.

More Information

- Department:
- Job:
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