



Product Operations Associate - Foundation Tribe (f/m/d)

We are looking for an **Associate in Product Operations (f/m/d)** to join our Product team and reinvent on-demand delivery with us. If you're a creative problem solver who is hungry for a new adventure, an international workplace is waiting for you in the heart of Berlin!

Your mission:

- Bugs and Production Issues: Support, monitor and iterate on the bug reporting process that routes tickets via JIRA from 17 countries to Product Specialists and Product Managers. This includes assessing bug severity and user impact before routing it to the right product team.
- Product Tooling: You're the master of the metadata, and how our tools work together. Documentation isn't helpful unless we know where to find it. Our roadmap is out of date when it's not synced to JIRA. Are you obsessed with ordering file structures, or putting the right tags on things? Are you always coming up with better dashboards, or eliminating process waste? Get in here.
- Relay complex and technical information to product users and business partners, in an informative and concise manner.
- Work cross-functionally with Engineers, Designers and Product Managers, to advocate key areas for improvement, and resolution for high impact issues.
- Influence innovation across Product Operations and identify opportunities for simplicity and scalability.
- Provide data-driven insights and feedback to enhance internal customer experiences.

Your heroic skills:

- Hold a bachelor's degree or have comparable experience in Product, QA, Operations or Customer Success.
- Experience with agile software development and related tools.
- Strong team player, with an ability to connect people and teams to our company vision.
- Drive key processes to enhance daily business and have the ability to prioritize demands in a fast-paced environment.
- Strong English skills, in both written and verbal communication.
- You have a voice that is human, personal and matches our Product brand.
- Ability to think like a Product user and be invested in our users' needs.

Why Delivery Hero?

- Develop your skills with your educational budget for conferences and external trainings.
- Exchange ideas and meet fellow developers at regular meetups, in our active guilds and during our Developer Exchange Program.
- Join company parties, hackathons, cultural and sports events.
- Enjoy massages, get your haircut in the office, join our free yoga classes or take a timeout in our nap room.

Have we caught your attention?

Click the link to apply!



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