AI Tutor, Rufus, Amazon

Job ID: 3018902 | Amazon.com Services LLC - A57

DESCRIPTION

Amazon is seeking an AI Tutor who has strong language skills, is exceptionally detail-oriented, and has a track record of exhibiting high judgment in ambiguous environments. This is an opportunity to join the high-performing team behind Amazon's generative AI-powered shopping assistant. Rufus makes it easy for customers to find and discover the best products to meet their unique needs by helping with product research, providing comparisons and recommendations, answering specific product questions, and more. This role will bring innovation and cohesion to our efforts to deliver a seamless and delightful AI-assisted shopping experience to customers worldwide.

We are looking for candidates who are passionate about the intersection of language and technology and are keen to support the training of Large Language Models. This role will be responsible for conducting high-judgment evaluations and labeling data in order to improve the fluency of our Shopping AI model. They will uphold our high standards for style and tone, while using customer feedback to continually iterate and improve the shopping experience.

This role requires exceptional written and oral communication skills, excellent judgment, strong interpersonal skills, deep curiosity about how things work, and a passion for serving customers. You must enjoy context-switching and multi-tasking while upholding our high standards. This is an opportunity to gain valuable experience in the growing field of artificial intelligence and its application in diverse business settings.

Key job responsibilities
* Deliver high-quality labelled data, using guidelines provided to meet our KPIs and using in-house tools and software, as part of Amazon's commitment to developing and deploying AI responsibly.
* Demonstrate proficiency in generating high-quality human insight data across a range of modalities, inclusive of text, image, video, and audio.
* Make sound judgments and logical decisions when faced with ambiguous or incomplete information while performing tasks.
* Pivot from one category of requirement to another instantaneously, maintaining a keen eye for detail and a high bar for quality.
* Analyze root causes, identify error patterns, and propose solutions to enhance the quality of labeling tasks and their outputs.
* Responsible for identifying day-to-day process and operational issues in Standard Operating Procedures and related tooling, suggesting changes to unblock the team.

A day in the life
You will develop and implement prompting strategies to train and improve Amazon's Shopping LLM. You will partner closely with Product, Science, and Engineering teams, who are invested in creating solutions that make it easier, faster, and more intuitive for our non-coding workforce to iterate and improve Rufus for customers. You will be part of an Editorial team, which includes creative product and program managers, writers, editors, and language engineers. This is a startup culture: We move fast, have ambitious goals, adapt quickly, and learn along the way.

BASIC QUALIFICATIONS

* Bachelor's Degree in English, Linguistics, Journalism, or comparable fields
* Strong attention to detail and commitment to quality
* Previous experience using annotation strategies to contribute to the development and improvement of AI model

PREFERRED QUALIFICATIONS

* 2+ years of writing and/or editing experience
* Experience working cross-functionally to drive product improvements
* Ability to adapt to fast-paced environments with changing circumstances, direction, and strategy

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Our compensation reflects the cost of labor across several US geographic markets. The base pay for this position ranges from $40,400/year in our lowest geographic market up to $86,500/year in our highest geographic market. Pay is based on a number of factors including market location and may vary depending on job-related knowledge, skills, and experience. Amazon is a total compensation company. Dependent on the position offered, equity, sign-on payments, and other forms of compensation may be provided as part of a total compensation package, in addition to a full range of medical, financial, and/or other benefits. For more information, please visit https://www.aboutamazon.com/workplace/employee-benefits. This position will remain posted until filled. Applicants should apply via our internal or external career site.

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