

Operational Compliance Manager

Purpose:

Reporting to the Divisional Manager: Ecommerce and Risk, the Operational Compliance Manager role is focused on the performance of the Operational Compliance Team and is required to ensure optimal delivery on the compliance objectives and strategies through effective people management, strategic business thinking and an ability to identify opportunities to enhance efficacy and efficiency.

The Operational Compliance Manager is also responsible for engaging with business stakeholders to ensure the compliance strategy is consistent across the DGC B2C team.

Duties include, but not limited to:

Leadership

- Build relationships with key stakeholders across the business to ensure the Operational Compliance Team's vision remains in line with business strategy
- Liaise with Leadership across departments to ensure compliance requirements and strategies are well understood and are adhered to.

Responsibilities

- Ensure all Operational Compliance monitoring duties are completed, and any errors, concerns or inconsistencies noted are appropriately addressed and reported.
- Stay abreast of any regulatory changes that may influence operational requirements.
- Stay abreast of new products and tools available in the market which support compliance requirements.
- Key decision making and/or signoff relative to Operational Compliance tasks including new state entries, policy and process definition, complaint or dispute management etc.
- Engage with the AML Compliance Officer to ensure appropriate responses are provided to queries received from 3rd parties such as Financial Institutions, Local or Federal Police, Regulatory Authorities.

Managing Performance & Quality

- Actively work with the Operational Compliance Specialists to ensure new state entries are appropriately planned for and executed – including onboarding, acquisition, retention, banking options etc.
- Implement monitoring tools and processes to ensure the business is compliant with federal and/or state specific regulatory requirements.
- Create and maintain a highly effective and efficient environment which meets the defined SLA's, KPI's and goals across the teams and ensure all tasks are completed within the parameters of federal and/or state-specific regulation or legislation.
- Implement functional reporting and monitoring tools to ensure all tasks completed meet the minimum SLA, KPI and QA expectations.
- Utilize data to drive quality and accuracy of task completion and implement action plans to enhance and improve delivery.
- Utilize the resources available to offer enhanced training and knowledge retention.



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- Utilize the data available to identify enhancements or opportunities which can be introduced short term and long-term to drive productivity and automation.
- Manage IR related issues in a manner which drives improved performance and behavior alongside HR and in line with company policies.

Coaching & Development

- Promote an environment which focuses on constructive feedback with a view on personal development and talent management.
- Ensure all specialists are optimally exposed to information, training modules and opportunities which can enhance their business understanding and improve their productivity and engagement.
- Ensure all Operational Compliance Specialists are kept up to date with changes in federal and/or state-specific legislation.

Relationship Management

- Liaise with Regulators as required to ensure open communication and processes are in place to deliver on regulatory reporting and notifications.
- Liaise with interdepartmental teams ensuring compliance requirements and expectations are appropriately shared and processes are in place to meet them.
- Work closely with the Compliance Team, Compliance Support Team and Product Team to ensure compliance-related features and processes are accurately delivered and adhered to.
- Keep key business stakeholders informed of progress, impediments or blockers in relation to new state entries.

Resource Management

- Deliver Workforce Planning and forecasting which utilizes accurate data and considers patterns and trends noted within the team, the business and industry standards.
- Capacity Management including managing contingencies in line with high-level business objectives including roster, overtime, attendance to roster and leave requests.
- Monitor and report on attrition trends to assist with Workforce Planning and highlight opportunities.
- Be available to all teams to answer questions or assist with investigations related to Operational Compliance – ensuring state-specific regulatory requirements are taken into consideration.

Problem Resolution

- Create an environment where escalations are raised in a timely manner and a solution-orientated focus is applied.
- Engage in troubleshooting routine or rudimentary technical issues to ensure all elements of an identified issue or downtime are understood and escalated appropriately – internally and externally.
- Create and maintain reporting and monitoring tools in relation to escalations, technical downtimes etc.
- Take ownership of all escalated queries ensuring appropriate severity and required attention is applied.

This job description is not intended to be an exhaustive list of responsibilities. The job holder may be required to complete any other reasonable duties in order to achieve business objectives.

Essential Criteria:

- Bachelor's degree or other experience/ education in a related business function
- A minimum of 2-3 years' experience in a regulated industry (iGaming, alcohol beverage, insurance, health care)
- Previous experience within a Management function



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- Proficient in Microsoft Office, particularly Word and Excel
- Strong written and verbal skills
- Ability to maintain confidentiality of matters
- Employee must be able to qualify for licenses and permits required by federal, state and or local regulations

Knowledge, Skills & Abilities:

- Ability to understand and extract information from legal documents such as legislation
- Ability and experience in creating and analyzing reports, graphs and formulas
- Ability to identify discrepancies and anomalies and analyze trends
- Ability to engage and present to stakeholders
- Ability to identify efficiency gains and opportunities, through the use of qualitative and quantitative information.
- Professional communication and relationship building skills
- Ability to work in a fast paced, pressurized environment
- Excellent planning and organizational skills

Physical Demands:

While performing the duties of this job, the employee is:

- Regularly required to talk or hear.
- Required to sit for long periods and reach with hands and arms.
- Occasionally required to stand; walk.
- Occasionally required lifting up to 25 pounds.

How to Apply:

All applications need to be submitted via email to HumanResources@digitalgamingcorp.com

Please ensure you have attached an updated copy of your CV and a motivation letter supporting your application.

- *Note this role is based in Las Vegas, Nevada*