

Risk Operations Manager

Purpose:

Reporting to the Divisional Manager: Ecommerce and Risk, the Risk Operations Manager forms a vital role as part of the Risk Services Team.

This role is focused on the performance of the 24/7 Risk Services Team and the Fraud Investigation Team as a whole and is required to ensure optimal delivery from all employees through effective people management, strategic business thinking and an ability to identify opportunities to enhance efficacy and efficiency. The Risk Operations Manager is also responsible for engaging with business stakeholders to ensure consistent priority and strategy across the DGC B2C team.

Duties include, but not limited to:

Leadership

- Ensure that the vision of the Risk Services Department is promoted and that a customer service orientated ethos is developed whilst cultivating a learning environment and driving team collaboration and cohesiveness across the department.
- Build relationships with key stakeholders across the business to ensure the team vision remains in line with business strategy.
- Liaise with Leadership across departments to ensure Risk Service delivery is meeting expectations and business objectives are being driven appropriately.

Managing Performance & Quality

- Create and maintain a highly effective and efficient environment which meets the defined SLA's, KPI's and goals across the teams.
- Ensure all tasks are completed within the parameters of federal and/or state-specific regulation or legislation.
- Ensure all decisions made are focused on minimizing risk to the business and are in line with broader business strategies.
- 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.
- Be available for in the moment coaching to drive staff engagement and productivity.
- Utilize the resources available to offer enhanced training and knowledge retention.
- Engage with the Leaders of the Managed Services Team to:
 - Ensure screening and detection methodology applied minimizes risk to the business in line with DGC's risk appetite.
 - Ensure all assessments and review are completed to a high-quality standard and utilize the defined policies, processes and procedures.



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- Ensure KPI's and SLA's are met.
- 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

- Use coaching and personal development plans to support Leaders and ensure sufficient, competent, and motivated staff are available.
- Promote an environment which focuses on constructive feedback with a view on personal development and talent management.
- Actively engage with all members of the team to ensure the team, and company, ethos is being delivered at all levels.
- Ensure all specialists are optimally exposed to information, training modules and opportunities which can enhance their business understanding and improve their productivity and engagement.

Relationship Management

- Liaise with interdepartmental teams in relation to daily and strategic fraud detection, trends identification, implementation of new or altered processes to enhance Risk & Fraud Management.
- Build relationships with the Banking Team and, where applicable, Payment Service Providers in order to enhance investigation findings and turnaround times, ensure chargeback ratios are appropriately managed, and reporting is available for reconciliation in relation to chargebacks, returns and representments.

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 Risk & Fraud Management – 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.
- Create and maintain reporting and monitoring tools in relation to escalations, technical downtimes etc.
- Use data to showcase the impact of technical downtime to assist the relevant teams in delivering long term resolutions.
- 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.



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Essential Criteria:

- Bachelor's degree or other experience/ education in a related business function
- 3+ years of fraud / risk experience preferably within iGaming, fintech, online banking, payments processing, online marketplace or similar space
- A wide range of expertise with risk systems and fraud prevention
- Proficient in Microsoft Office, particularly Word and Excel
- 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 and experience in creating and analyzing reports, graphs and formulas
- Identifying discrepancies and anomalies and analyze trends
- Strong verbal and written communication skills, including an ability to professionally interact with stakeholders, customer and executives
- Ability to identify efficiency gains and opportunities, through the use of qualitative and quantitative information.
- 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*