

## Product Account Manager

### Purpose of the Role:

The Product Account Manager reporting to the Head of Third Party Product & Partners will be responsible for the relationship, live operational support and all BAU requirements and/or day to day operations of a range of DGC's third-party platform provider portfolios.

The Product Account Manager will be the key knowledge centre for the company's 3rd party business, maintaining at all times an up to date, operational understanding of any and all information relevant to the 3rd party platform, product or market, working with multiple teams and stakeholders across the business to ensure consistent and effective third party operational and BAU strategies are agreed, implemented and operationalized to meet and exceed the company objectives and targets at this third-party product and/or platform level.

### Duties include, but not limited to:

- **Strategy and performance:**
  - Ensuring that that all products/platforms within the portfolio are supported, maintained, and monitored 24/7.
  - Develop, manage, and drive goals and KPIs for each product/platform to meet and exceed the organization's business strategy and objectives.
  - Proactively seek out opportunities that will help grow and benefit the 3rd party product offering(s).
  - Develop expertise and serve as subject matter expert for designated product areas.
- **Reporting:**
  - Responsible for ensuring the reporting across the business for each product/platform is accurate and consistent.
  - Agree and implement efficient internal reporting processes between departments to ensure good flow of necessary information and results across multiple teams and stakeholders.
- **Marketing:**
  - Work with both retention and acquisition business stakeholders to ensure that their respective marketing initiatives appeal and perform at the third-party product level.
- **Customer service:**
  - Working closely with the customer service department to ensure third party support is aligned and act as liaison between the two if necessary.
  - Deal with any escalated customer queries and issues, ensuring prompt resolution.
- **Product, Stakeholder Management and Influencing:**
  - Develop close working relationships with all relevant stakeholders across the business.
  - Working closely with internal and external business stakeholders, leveraging expertise and product knowledge to influence the product development roadmaps of the third-party partner.
  - Where necessary, work with internal development teams to fix issues and deliver constant improvements to any internal integrated product offering.
- **Communication:**
  - Effectively liaise and communicate with both internal and external key stakeholders at an operational level to manage day to day issues, escalations and expectations.
  - Ensure all operational communications with customers / partners are documented and effectively circulated to stakeholders, making best use of collaboration tools.
  - Proactively engage and share pertinent industry and product information with the wider BRM teams, to benefit all customers / partners, where applicable.

- In partnership with the Account Manager, ensure alignment on all account activities.
- **Build Operational Working Relationships:**
  - Build and maintain effective working relationships with both internal and external key stakeholders at an operational level.
  - Establish and maintain a constructive relationship between the service provider and the customers / partners, based on understanding the business drivers.
- **Product Knowledge:**
  - Maintain an appropriate understanding of all relevant products and services of both internal and external customers / partners.
  - Engage with customers / partners to understand the business requirements with a focus on what products and services can be used more effectively within their organization.
  - Establish and articulate product requirements to the business.

*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 in business or a related field such as economics, communication, advertising, marketing or statistics, etc.
- 2+ Years experience within same/ similar role
- Experience with product management, lifecycle process, and communicating with internal and external stakeholder.

## Desirable Criteria:

- Previous experience within iGaming, eCommerce, Gaming (Sportsbook/ Casino) preferred

## Knowledge, Skills & Abilities

- Good communication skills along with the ability to effectively collaborate with cross functional teams
- Experience working with senior stakeholders
- Experience working with and driving third parties
- Understanding of product design, dependencies, and tradeoffs
- Familiarity with an Agile development process and driving the product roadmap
- Knowledge of Agile tools, like Jira or Trello
- Ability to thrive in a fast-paced, deadline-driven environment
- Self-motivated and solution-oriented
- Highly organized with strong attention to detail and follow-through

## How to Apply:

All applications need to be submitted via [Workday](#)

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

- *Note this role is based in Cape Town, South Africa.*