



Position **Director of Professional Services**

Location Hoboken, NJ or Toronto, ON

Mazooma is a progressive financial technology company that's revolutionizing igaming and sports betting in the U.S. We strive to set the standard not just for our company but also for our industry and need motivated, talented people to support our explosive growth. If you'd like to be part of the solutions transforming the world of igaming, we invite you to join our team.

We are currently seeking a Director of Professional Services to ensure that we deliver an outstanding customer experience to our merchants and consumers through the optimal and timely implementation of our suite of products.

What will you do?

- Provide leadership to the technical sales and integrations teams to implement our products to all merchants
- Minimize the time to bringing merchants live and the time to full volume, in order to maximize the value of commercial opportunities
- Implement best practices and process improvements to optimize integrations
- Manage relationships with key stakeholders in order to identify opportunities for service improvement and ensure commercial viability and customer satisfaction
- Review the structure of the implementation teams and design and action the necessary changes required to implement strategic requirements.
- Ensure integrations are project managed from pre-sales to go-live, leading the hands-on configuration of our products and subsequent testing
- Work with internal Product and Marketing teams to define enhancements and improvements to existing implementation options
- Maintain the highest level of knowledge related to all our products, including mastering new functionality as it is introduced throughout the product lifecycle



**You will
be/have:**

- BA/BS in business, communications or equivalent
- 5+ years experience as a technical project and/or implementation manager.
- Project Management certification (advantageous)
- Technologically savvy and/or an aptitude for technical understanding
- Financial services, payments and/or education industry knowledge (preferred)
- Excellent analytical and problem-solving skills
- Strong attention to detail, time management and organizational skills
- A desire & ability for business travel
- Excellent client-facing and internal communication skills (written and oral)

Mazooma welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Interested applicants are invited to send a cover letter and CV to PeopleandCulture@mazooma.com.

Mazooma takes great pride in our ethical and fair hiring practices. All individuals who are offered employment, whether directly or indirectly, are always required to go through a formal application and in-person interview process. We will never ask for money or payments from applicants at any point during the recruitment process. To protect yourself, do not respond to unsolicited job offers from individuals or e-mail addresses, and never disclose any details about yourself (including personal or financial) to anyone you do not know or trust, or on a website you do not trust.

