



**Position** Account Manager  
**Team** Account Management  
**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 looking for an Account Manager to join our Account Management team.**

**What will you do?**

- Proactively manage merchant relationships and merchant satisfaction by handling service requests and reported issues from merchants.
- Act as point of contact and develop a trusted advisor relationship with merchants.
- Clearly understand Mazooma's product offering in order to effectively assist merchants.
- Follow up on service delivery and service levels and make sure proper merchant escalation paths are provided for any feedback; act as a point of contact for Customer Support and Operations escalations
- Take part in and assist with the implementation and maintenance of account plans that drive growth within existing merchant accounts.
- Conduct business reviews to ensure merchants are satisfied with our products and services.
- Provide outstanding sales support to the sales teams and towards prospective merchants.
- Interact with the sales team, integration team, and finance team members on account plans.
- Monitor, analyze merchant performance and identify growth



- opportunities and improvements for existing merchants.
- Manage up-and-cross sales towards existing merchants (up-selling products or functionality that Mazooma offers).
- Assist with the underwriting and onboarding process activities for new merchants.
- Produce and maintain workflow and process documentation.
- Manage projects, including merchant KYC exercises.
- Update and maintain contact information in our CRM system.

**You will  
be/have:**

- Minimum of 5 years of relevant experience within e-commerce/ B2B sales.
- Experience in technical sales would be considered an asset.
- Well-developed planning and analytical skills.
- Detail oriented and organized.
- A positive, energetic can-do attitude.
- Team player with a collaborative approach.
- An effective communicator, both spoken and written.
- Able to work independently and solve problems with minimal direction.
- Able to manage your time effectively and adapt quickly to changing priorities.
- Able to manage multiple projects.
- Excellent listening, negotiation and presentation skills.
- Results driven and take initiative.
- Proficient in Excel.
- Able to travel in North America.

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](mailto: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.

