



play **TSOGO**
ONLINE BETTING

playTSOGO is licensed online betting operator regulated by the Western Cape Gambling and Racing Board and supports the National Responsible Gambling Program. Winners know when to stop. No persons under the age of 18 are permitted to gamble. National Responsible Gambling Programme toll-free counselling line 0800 006 008 or WhatsApp HELP to 076 675 0710

Casino Risk Specialist

(playTSOGO)

playTSOGO welcomes job applications from passionate and hard-working team players who want to be part of our ever-growing playTSOGO family. We value our employees and provide them with the means to grow within the company, opening many doors in the process. If this is an offer that excites you, send in your application and you could be the newest addition to our family.

The Casino Risk Specialist is to:

- Protect corporate assets by identifying fraudulent behaviour conducted by existing or new application players that attempt to defraud the company by identity theft or bonus abuse with the intention of exploiting temporary application weaknesses/bugs or more elaborated cheating/collusion activities.
- Check game play, handling/processing of customer daily withdrawal requests and verifying due diligence on customers. You will be involved in collating background information and analyse data to develop and deliver quality risk analysis on customer behaviour. You will also have a strong will and desire to be customer focused and engage in providing an excellent customer journey to all players by dealing with complaints and payment escalations
- Perform risk assessment of new/current players throughout their customer journey and generated by the current Risk framework and perform EDD when appropriate
- Evaluate, review and approve KYC documents sent in by players and use your expertise to establish affordability and legal funding when handling documents such as source of wealth and/or source of funds to mitigate AML risks or proceeds of crime
- Ensure that all tasks performed are in line with the set processes and procedures related to anti-money laundering and KYC flows
- Liaise with 3rd party Payment/fraud providers for enhanced investigations or resolutions linked to Player issues
- Evaluate and identify suspicious behaviour as well as independently report Suspicious Transaction Reports (SAR) to the MLRO and deputy
- Conduct enhanced ongoing monitoring and compiling of additional due diligence where this may be needed
- Analyse, Prepare and handle chargeback disputes
- Compile and handle daily reports & account reviews, under the supervision of the Payments and Risk Team Leader

If you have these requirements, join our team: Matric (NQF 4), Preferably 2 or more years of experience in a fast-paced, high-performing commercial setting in a role or industry similar to this one, Knowledge of Sports Risk will be an advantage, Knowledge of fraud validation tools, Detail orientated and an analytical problem-solver, Naturally inquisitive and alert to irregular activity, Innovative – to identify opportunities for improvements in existing processes, Prior experience in fraud management is required, Experience in dealing with CS queries, Discretion.

Closing Date: 29 April 2024, COB

To apply, email GamingRecruitment@tsogosun.com

Only successful applicants will be contacted

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