## **About the job**

About Gusto  
  
Gusto is a modern, online people platform that helps small businesses take care of their teams. On top of full-service payroll, Gusto offers health insurance, 401(k)s, expert HR, and team management tools. Today, Gusto offices in Denver, San Francisco, and New York serve more than 300,000 businesses nationwide.  
  
Our mission is to create a world where work empowers a better life, and it starts right here at Gusto. That’s why we’re committed to building a collaborative and inclusive workplace, both physically and virtually. Learn more about our [Total Rewards philosophy](https://gusto.com/about/careers/total-rewards).  
  
About The Role  
  
Gusto’s Data team leverages Gusto’s rich dataset to guide product direction and decision-making. We operate full-stack, conducting analyses, prototyping and deploying predictive models and statistical tools both for internal use and for our customers.  
  
We are seeking a strategic Head of Machine Learning and AI, to lead a newly carved out function at Gusto. In this key leadership role, you will work with senior Product, Engineering and Design stakeholders to build better customer experiences and improve operations, aligning ML/AI use cases to our broader organizational goals and spearheading the culture of ML/AI throughout our product. Reporting to the Head of Data, you will also collaborate closely with cross-functional platform teams, including the ML Engineering Platform team and AI Platform team, to ensure that our ML/AI initiatives are scalable and robust. The Risk Data Science and Analytics team will also roll up within this organization, with the Head of Risk Data reporting to this role.  
  
As the Head of ML/AI, your team will own the end-to-end lifecycle of ML/AI projects—from ideation to production. You will oversee the delivery of data-driven insights and predictive models that improve decision-making, optimize processes, and mitigate risk. Your leadership will be critical in shaping the future of ML/AI within Gusto, setting strategic direction, and building a high-performing team of ML/AI practitioners.  
  
Here’s What You’ll Do Day-to-day

* Lead, manage, and mentor both the Applied ML/AI and Risk Data Science teams, fostering a culture of innovation, collaboration, and continuous learning.
* Define and execute the strategy for Applied ML/AI across the organization, ensuring alignment with business objectives and measurable impact.
* Collaborate closely with the ML Engineering Platform and AI Platform teams to ensure seamless integration and deployment of models into production environments.
* Oversee the design, development, and deployment of machine learning models and AI solutions that address key business challenges.
* Partner with key stakeholders across product, engineering, and business units to identify opportunities for ML/AI-driven improvements and innovations.
* Drive the adoption of best practices in model development, including monitoring, retraining, and ensuring compliance with relevant ethical and regulatory guidelines.
* Advocate for responsible AI usage and establish frameworks for fairness, transparency, and accountability in all ML initiatives.
* Establish KPIs and metrics to track the performance and business impact of ML solutions, reporting regularly to senior leadership.
* Manage team resources, budgets, and timelines to ensure successful delivery of projects and initiatives.
* Work with the AI Platform team to stay abreast of the latest developments in machine learning and artificial intelligence, ensuring the company remains at the cutting edge of innovation.

Here’s What We're Looking For

* We love meeting people with different data backgrounds. For this role, we are looking for 8+ years of experience leading teams in applied machine learning, AI, or data science roles, with a track record of delivering impactful software solutions.
* Strong expertise in machine learning techniques, statistical modeling, and AI technologies, with hands-on experience in deploying models at scale
* Strong software engineering literacy and able to lead and grow a technical team of Machine Learning Engineers
* Excellent leadership and people management skills, with the ability to inspire and grow high-performing teams.
* Strong collaboration and communication skills, with experience working closely with engineering, product, and business teams to deliver end-to-end solutions. Capable of translating complex ML/AI concepts into actionable business strategies, and an ability to influence product teams roadmaps.
* Strategic thinker with a business-first mindset, able to build a vision for the future that inspires.
* Deep understanding of ML operations (MLOps) practices, including model monitoring, retraining, and lifecycle management.
* Experience in risk modeling or working within regulated environments is a plus.
* Excellent communication skills, with the ability to present complex technical ideas to both technical and non-technical stakeholders.
* Passion for responsible AI practices and a commitment to ethical AI development.
* Advanced degree in computer science, data science, machine learning, or a related field is a plus.
* Experience in the Fintech industry or risk management domain is a plus

Join us in shaping the future of applied machine learning, driving innovation, and making a meaningful impact across our organization!

Our cash compensation amount for this role is targeted at $222,000-$256,000/year in Denver, Chicago, and Atlanta, $241,000-$277,000/year in Los Angeles and Seattle, and $261,000-$299,000/year for San Francisco and New York. Final offer amounts are determined by multiple factors including candidate experience and expertise and may vary from the amounts listed above.

Gusto has physical office spaces in Denver, San Francisco, and New York City. Employees who are based in those locations will be expected to work from the office on designated days approximately 2-3 days per week (or more depending on role). The same office expectations apply to all Symmetry roles, Gusto's subsidiary, whose physical office is in Scottsdale.

Note: The San Francisco office expectations encompass both the San Francisco and San Jose metro areas.

When approved to work from a location other than a Gusto office, a secure, reliable, and consistent internet connection is required.

Our customers come from all walks of life and so do we. We hire great people from a wide variety of backgrounds, not just because it's the right thing to do, but because it makes our company stronger. If you share our values and our enthusiasm for small businesses, you will find a home at Gusto.

Gusto is proud to be an equal opportunity employer. We do not discriminate in hiring or any employment decision based on race, color, religion, national origin, age, sex (including pregnancy, childbirth, or related medical conditions), marital status, ancestry, physical or mental disability, genetic information, veteran status, gender identity or expression, sexual orientation, or other applicable legally protected characteristic. Gusto considers qualified applicants with criminal histories, consistent with applicable federal, state and local law. Gusto is also committed to providing reasonable accommodations for qualified individuals with disabilities and disabled veterans in our job application procedures. We want to see our candidates perform to the best of their ability. If you require a medical or religious accommodation at any time throughout your candidate journey, please fill out [this form](https://docs.google.com/forms/d/e/1FAIpQLSdEfl7Bp-Twz7LLlhGlha46CrxZ9Kacgakmarf3K2TbnaEgKQ/viewform) and a member of our team will get in touch with you.