**Fraud Investigator**

|  |
| --- |
| **Role purpose:** The purpose of the role is to assist with the monitoring and investigation of fraud events as it pertains to Acquiring products and the Wallet |
| * Monitor transactions and fraud exceptions or alerts on regular bases dependent on the product type and association rules
* Provide daily reports on fraud monitoring and exception analysis
* Assist the fraud investigator in contacting customers, obtaining proof of transactional behaviour and where required report events to Forensic investigators
* Assist the Team Lead Fraud in developing, testing and implementing fraud rules across product types
 | **Core competencies, knowledge and experience** * Excellent analytical skills
* Attention to detail
* Diligence
* Reporting and Advanced PowerPoint / Excel skills
* Administrative Skills
* Problem Solving Skills
* Proactive and driven
 |
| * Matric, and,
* 1 to 3years experience within a RSA Bank’s fraud department dealing with Merchant/Card/Cheque Account Fraud and fraud investigations
 |
| **Key performance indicators:*** Meeting daily SLA of attending and managing queries
* Process all new applications via Vend daily
* Process all settlement queries as it pertains to Vend daily
* Accuracy and delivering on stringent deadlines as it pertains to reporting and application capturing
* Response time and accuracy of resolving operational queries as it relates to the multiple products managed within the business operations area
* Assisting with the settlement and balancing as well as operational support of vendors
 |