**Fraud Investigator**

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| **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 | |