

**TITLE:** **Fraud Prevention Analyst**

**REPORTS TO:** Payment Operations Supervisor, Manager, Payment Operations; Senior Assistant Vice President Member Digital Services & Vice President Member Digital Services

**SUPERVISES:** No one

**SUMMARY:** Responsible for identifying and preventing fraudulent activities to help mitigate credit union losses and reduce reputation risk, all of which help our members and team members. Collaborate with the Manager, Payment Operations; Sr. AVP. Member Digital Services: and VP Digital Operations to find innovative ways to detect and prevent fraud across all payment and digital channels. Serving as the point person to our Member Services Branches to spot fraud trends and provide guidance. Provide excellent service to all Members, internal team members, and vendors. Performs various duties relating to data and technology to develop, implement, and champion change through process improvements.

### **Principal Responsibilities**

- Reviews alerts of potentially fraudulent activity related to deposit account behavior, online & mobile banking, new account analysis, and payment card transactions, including account origination, ACH activity, P2P activity, card fraud, wire activity, deposit activity, check activity, and all other activities that could constitute fraud.
- Performs, as needed, escalated investigations of fraud-related disputes reported by members related to both payment card and non-payment card transactions. This includes speaking to members with empathy and respect on a daily basis.
- Performs fraud prevention/risk management activities on deposit accounts, focusing on functions established to provide early warning signs of potential losses.
- Review potential fraudulent accounts for the prevention and detection of fraud.
- Responsible for evaluating current processes and policies for root cause analysis and providing recommendations to address identified issues contributing to fraud/loss/adverse experience
- Exercises sound judgment to take appropriate action related to suspected fraudulent activity to prevent and mitigate losses and fraud risk for the member and the credit union.

- Identifies various potentially fraudulent activity types, including suspicious activity, account takeover, first-party fraud, and scams.
- Serving as a resource for fraud or other suspicious activities for member service branches, departments, and external parties (i.e., law enforcement and other financial institutions.)
- Collaborate with peer financial institutions to compare & improve fraud mitigation techniques.
- Exam vendor & department processes to decrease annual fraud losses.
- Acts as a liaison with law enforcement agencies and other financial institutions as needed.
- Escalates suspicious activity to the BSA team for potential SAR filing and or/APS reports with proper identification of suspect/victim, transactional activity involved, and a clear summary.
- Maintains thorough and current knowledge of all federal, state, and local regulations, internal policies and procedures, and credit union products and services. Keeping abreast of fraud and AML-related regulations and trends for changing compliance and risk; recommending business process improvements when gaps are identified.
- Understand and comply with all applicable federal and state laws and banking regulations (including those related to OFAC and Bank Secrecy Act / Anti-Money Laundering compliance) and Coast Central's Credit Union's policies and procedures.
- Prepares, evaluates, and makes recommendations on special projects.
- Performs other duties as assigned.

#### **ESSENTIAL FUNCTIONS:**

- Understand and professionally & tactfully respond to complex verbal and written communications via phone, in person, and electronically.
- Visual acuity is required to read and comprehend printed correspondence, instructions, and data.
- Ability to remain seated and/or standing for extended periods of time.
- Preserve member confidentiality.
- Ability to lift and carry up to 20 pounds.
- Performs other duties as assigned.

**REQUIRED KNOWLEDGE:**

This position requires extensive knowledge of credit union policy and procedures especially related to Online & Mobile Banking and Payment products & services. Excellent member service skills and the ability to work effectively with staff and management is required. Individual must be a self-starter with a high level of dependability and self-motivation, able to work independently and in a team-oriented environment, prioritizing and multi-tasking as/when appropriate. Must have strong verbal, written and interpersonal skills. Working knowledge of Microsoft Word, Excel, Power Point, and related systems. Incumbent must be bondable and able to work with minimum supervision.

**EXPERIENCE:**

Two years in fraud investigations, or fraud operations is preferred. Or two years in a related position within the credit union, or with another financial institution or relevant office experience. Extensive knowledge in Online & Mobile Banking, card processing and/or other payment related back-office functionals like wires, ACH, ATMs is preferred. Preferred Professional Certified Investigator (PCI), Certified Fraud Investigator (CFI) or other fraud related certification or ability to obtain after two years of working in fraud investigations.

**EDUCATION:**

High school graduation or equivalent