

<b>Job Title:</b>	<b>Fraud Detection Specialist</b>	<b>Position Type:</b>	<b>Full Time</b>
<b>Department:</b>	<b>Operations</b>	<b>Level:</b>	<b>I</b>
<b>Location:</b>	<b>611 Avenue C, 2nd FL., Bayonne, NJ 07002</b>	<b>Date posted:</b>	<b>10/07/2024</b>
<b>Contact:</b>	<b>Human Resources</b>	<b>Posting Expires:</b>	<b>10/14/2024</b>

**Please send your resume via e-mail to [Resume@bankwithbcb.com](mailto:Resume@bankwithbcb.com) by 10/14/2024**

**SUMMARY:**

Fraud Detection Specialist will review alerts/transactions that are flagged as potentially fraudulent, or out of pattern, based on the client's normal activity. Alerts and/or transactions may consist of various payment types and colleagues in this department are tasked with reviewing and verifying these alerted transactions via outbound and/or inbound call, in addition to initiating dispute claims. This position will play a key role in the prevention of losses to the Bank and its clients. The Fraud Detection Specialist I, is a position requiring banking operations and/or contact center knowledge, and a general knowledge of fraud identification and prevention.

**MAJOR DUTIES AND RESPONSIBILITIES:**

1. Demonstrate resiliency and adaptability in a fast-paced contact center environment.
2. The Fraud Specialist is responsible for reviewing fraud alerts and internal notifications to identify fraudulent or suspicious activity.
3. Approach problems logically and with good judgment to ensure the appropriate customer outcome.
4. Demonstrate personal excellence including punctuality, integrity, and accountability.
5. Comfortable in a metrics driven environment that requires the ability to prioritize and multitask.
6. Think critically and exercise independent judgement.
7. Following established policies and procedures, initiates appropriate actions steps to mitigate risk and protect the Bank from financial loss.
8. Opens cases/claims on all suspicious activity and appropriately investigate and escalate when needed.
9. Works to detect various fraud schemes (email compromise, elder abuse, counterfeit checks, ATO, etc.) and characteristics of red flags, performs additional duties as assigned.
10. Performs defined mitigation steps to reduce financial loss to our customers and the bank.
11. Ability to complete assigned duties within daily deadlines, both efficiently, timely, and with minimal supervision to meet KPIs and SLAs.
12. Thoroughly review newly opened accounts to identify any irregularities, inconsistencies, or suspicious activities that may indicate potential fraud or other red flags.
13. Utilize various tools, systems, and procedures to detect and prevent fraudulent activities, including identity theft, account takeover, money laundering, and other financial crimes.
14. Conduct investigations and follow up on suspicious activities or discrepancies identified during the account review process. Collaborate with relevant departments, such as Deposit Operations, Retail Banking, Branch Administration, Fraud Prevention, BSA or Compliance to resolve issues and mitigate potential risks. Provides a summary of the findings to relevant departments and recommendation.
15. Prepare and maintain accurate records and reports related to account reviews, fraud detection and suspicious activities. Communicate findings and recommendations to management and relevant departments as needed.
16. Stay updated on the latest fraud trends, regulatory requirements, and industry best practices. Participate in training programs to enhance knowledge and skills related to fraud detection and prevention.
17. Provides effective customer service and assists the Retail Branch Network in resolving problems within given authority.

**REQUIRED SKILLS:**

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this position. The requirements listed below are representative of the knowledge, skill and/or ability required to perform the position in a satisfactory manner. Individual abilities may result in some deviation from these guidelines.

- Minimum 2 year of general office, back office banking or accounting experience required
- Advanced computer experience required (e.g. MS Word, Outlook and Excel)
- Strong understanding of fraud detection techniques, identity verification processes, and AML regulations.
- Knowledge of related state and federal banking compliance regulations, and other Bank operational policies.
- Excellent attention to detail and analytical skills to identify red flags and suspicious activities.
- Proficient in using various software applications and systems for account review and fraud detection.
- Strong communications skills to effectively collaborate with internal stakeholders, including Business Bankers, branch staff, and management.
- Ability to handle sensitive and confidential information with utmost professionalism and integrity.
- Strong organizational skills to manage multiple tasks and meet deadlines.
- Flexibility to adapt to changing fraud patterns and regulatory requirements.
- Effective verbal, written and interpersonal communication skills with the ability to apply common sense to carry out instructions, interpret documents, understand procedures, write reports and correspondence, and speak clearly to customers and employees.
- Ability to work with minimal supervision while performing duties.