

Fraud Prevention Manager

Location: Navan, Ireland

Role Purpose:

The Fraud Prevention Manager at eCOMM Merchant Solutions will lead a team to monitor transactions and customer accounts for suspicious/fraudulent behaviour or transactions. This position will closely coordinate with the leadership of other departments such as IT and Customer Service.

The Fraud Prevention Manager will be responsible for creating a positive work environment in the organization. Critical deliverables will include management reporting, maintenance of a strong control and security environment and implementation of appropriate and improved policies, procedures, productivity measures and quality measures.

The successful candidate will already have experience of Fraud Monitoring in payments environment, will thrive in a dynamic work environment, be solutions oriented, possess a keen commercial acumen and have significant drive and enthusiasm to implement risk based, commercially appropriate and regulatory compliant processes.

Competencies & Key Role Requirements:

- Good interpersonal and relationship management skills are essential for dealing with people at all levels.
- Develop and Maintain the company's Fraud Mitigation Strategy
- Managing the Suspicious Activity Report (SAR) process to appropriate levels to meet both internal and external requirements.
- Ability to demonstrate excellent enthusiasm and leadership and a strong work ethic necessary to succeed in a dynamic, fast-moving and results orientated environment.
- Able to work in a time pressured environment with a high degree of accuracy whilst maintaining focus and concentration.
- Track record of implementing effective controls across payments channels to reduce the risk of fraud.
- Keeping abreast of relevant European and local regulatory developments from a risk perspective.
- Recommend enhancements in fraud and risk processes and assist other business units where required with analysis, oversight, expertise and problem solving.
- Proven ability of Managing a department within a Risk function.

Qualifications & Experience:

- Previous Payment Services experience essential
- Previous history of working with VISA & Mastercard Schemes a bonus
- Previous experience of working with either Issuer or Acquirer
- At least 3 years' experience dealing with Fraud Investigations, Fraud Management, prevention and detection techniques within the payment card industry
- At least 2 years' experience of managing disputes and chargeback processing.

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- Clear understanding of AML Rules and Regulations
- Good knowledge of the Payment Card Industry Data Security Standards PCI DSS
- Excel proficiency a minimum requirement.
- Professional Fraud related qualification an advantage but not essential

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