



PREFERRED PERSONNEL INC.

"From Front Desk to Boardroom"

Position Title: Fraud Supervisor

Description:

Preferred Personnel's banking client is seeking a Fraud Supervisor to join their team! The position will be responsible for the banks' Fraud functions.

Principal Responsibilities and Duties:

- Handle telephone inquiries from customers, the personnel of other departments, other financial institutions, and law enforcement regarding fraud.
- Review Fraud Net, Loss Avoidance, and CrimeDex alerts for fraudulent activity.
 - Supervise review of all items in Fraud Manager, Fraud Map, and review numerous daily reports for fraudulent activity.
- Process and file Fraud cases with Law Enforcement. Which includes but is not limited to working with Police Department on forgeries and District Attorney on hot checks in an attempt to recover losses to the bank. Report to IC3, Adult Protection Service, Postal
- Inspector, and other reporting agencies as required.
- Verify opening deposits on all new accounts and watch all items on new accounts for 30 days.
- Work with customers who have experienced fraud on their accounts to control the fraud and file all necessary reports after investigation is finalized.
- Contact and close accounts of customers committing fraud thru scams or kiting.
- Complete SARS for Compliance.
- Development of new fraud programs.
- Keep current on all fraudulent scams and tools.
- Process all subpoenas and garnishments.
- Identity Theft Prevention Coordinator
- Train employees on Fraud and Red Flags.
- Educate the customer on procedures to prevent fraud.
- Serve on committees within the bank.
- Provide back up to wire approval and Treasury operations as needed.
- Other duties as assigned by management.

Qualifications:

- Ability to operate a Ten Key by touch.
- Ability to type 45 wmp.
- Above average computer skills
- Ability to operate various office machines.
- Certification/Education and Experience
- Broad knowledge of departmental operations, policies, and procedures, and computer-generated reports.
- Ability to deal effectively and tactfully with customers and the personal of other departments.
- Ability to recognize irregular or suspicious transactions and take the appropriate steps to prevent loss.
- Good understanding of operations in other departments.
- Good knowledge of computer-generated reports and procedures as they affect departmental operations.
- Ability to type and above average aptitude for figures.
- Knowledge of personal computer programs such as Word processing, spread sheets, and other programs as required.
- Ability to make good judgments in order to make appropriate decisions following standard office policies and past precedents.
- Tact, and the ability to make on the spot decisions
- Excellent problem solving skills to properly handle customer problems and determine whether request for confidential information should be furnished or refused.

APPLY TODAY!

Send resumes to ppi@preferred-personnel.com