



The Role: Fraud Analyst

Location: Navan

As a Fraud Analyst, you will be required to complete a pre-determined number of reviews and fraud assessments to determine if a Cardholders account activity is of a suspicious or fraudulent nature (based on fraud indicators). You will complete your investigations using, in house systems, third party tools and card scheme resources to complete review templates.

A PFS Fraud Analyst is responsible for reviewing account activity, analysing data, completing reviews and assessments in a timely manner to determine the risk associated with a transaction or account. Throughout this process you may need to communicate with the customer for additional information and to notify them of decisions.

A PFS Fraud Analyst must be organized, efficient, and driven, exhibits strong analytical skills, adapts well to change, and thrives in a collaborative team environment. Maintain a level of commitment which includes more than just showing up for work, more than just performing to expectations, seeking out additional responsibilities, identifying one-self as a go-to person, flexibility with change

Core Duties:

- Based on assigned tasks, review transactional activity and cardholder and determine any associated risk (using fraud indicators), and making sure the appropriate actions are taken as outlined in PFS's Fraud Policy.
- Continually monitor alerts and reports to identify trends and patterns ensuring Management are notified in a prompt manner and actions are taken in line with PFS's Fraud Process and Policy.

Competencies:

- Investigation skills.
- Problem solving skills.
- Decision Quality

- Drive for Results
- Time Management
- Functional / Technical Skills

Business:

- Strong verbal communication skills utilizing active listening.
- Strong written (email) communication utilizing proper grammar and punctuation.
- Ability to make discretionary decisions based on research.

Technical:

- Payments industry experience and an understanding of payment processing preferred.
- Understanding and experience in chargebacks an advantage.
- Ability to function in multiple fraud queues covering a variety of tasks with a sense of urgency and follow-through.
- Ability to learn and adapt to new software technologies.
- Strong working knowledge of external systems, PC based internet and software applications (Internet, Microsoft Office - Outlook, Word, and Excel). Knowledge of pivot tables an advantage,

Experience:

12+ months Fraud experience desirable