



EMPLOYMENT OPPORTUNITY

Bank of the Bahamas Limited, the institution of first choice in the provision of financial services, seeks to identify suitable candidates for the position of:

Fraud & Dispute Analyst

Key Responsibilities:

- Monitoring all alerts daily to ensure that the appropriate actions are being taken to mitigate fraud.
- Monitor fraud alerts daily based on risk scoring and take necessary action to protect customer and bank.
- Responsible for investigating, compiling and submitting a response document for all dispute types during the first submission to the association
- Responsible for analysing the new evidence to assess its validity if a dispute is challenged by the opposing party via a dispute response or second submission to the association.
- Contribute to the creation of fraud rules and amendment of existing rules by providing analytical data to support decisions by reviewing the claimant spend-patterns and identifying fraud patterns and risk information through the monitoring of alerts and dispute process.
- Responsible for researching the transaction and analyzing the associations' Dispute rules, regulations and reason codes for evidence to support or oppose the customers' claims and its potential for recovery.
- Review and analyze incoming ATM disputes from other financial institutions and provide timely responses to the cardholder's bank.
- Responsible for the initiation of funds disbursements for ATM transactions to the cardholder's bank.
- Ensures all available chargeback reports are printed daily in an accurate and timely manner.

Minimum Requirements:

- Associates degree or ABIFS Certificate and three (3) years banking experience with at least two (2) in a Card Centre;
- In-depth knowledge of procedures relative to Payment Card Centre operations, and bank services;
- Knowledge of specific governmental and banking laws regarding the operations of credit and debit cards;
- Basic accounting skills to perform reconciliation processes
- Sales experience;
- Ability to work as a team;
- The ability to multi-task with above average keyboarding and internet / computer navigation skills for searching on-line client data and product information while simultaneously conversing with client;
- Ability to memorize and retain knowledge about the features and benefits of a wide range of products and services and convey the information to clients;
- Strong attention to detail and problem resolution skills.

Benefits include: Competitive salary commensurate with experience and qualifications; Group Medical (includes dental and vision) and life insurance; pension scheme.

We thank all applicants for their interest, however only those candidates selected for interviews will be contacted.

Interested persons should apply no later than **February 16th, 2023** to:

Email: hr.apply@bankbahamas.com