## Associate Fraud Specialist

**TITLE:** Associate Fraud Specialist  
**JOB CODE:** 100006  
**MANAGER:** Operations Supervisor  
**FLSA STATUS:** Non-Exempt  
**DIVISION:** Operations  
**DATE:** August 2017  
**DEPARTMENT:** Fraud

### General Function:
Associate Fraud Specialists aid in the prevention of Debit or Credit card fraud losses for over 1,000 Financial Institutions. Specialists will field inbound calls to finalize cases of suspected fraudulent activity. After brief questioning the Specialists may permanently block a card to mitigate additional fraudulent activity or remove a block to facilitate legitimate spending at the point of sale. This interaction is often the first interaction in a sequence and is critical in the overall resolution of the situation.

### Job Responsibilities
An Associate Fraud Specialist’s main priority is to service cardholders via inbound and outbound phone calls in relation to possible fraudulent activity on their Debit card. Associates must utilize soft skills, be empathetic, ask clarifying questions and provide accurate information. Associates may permanently block a card to mitigate additional fraudulent activity or remove a block to facilitate legitimate spending at the point of sale. Either scenario requires strict adherence to procedures in order to ensure a positive customer experience.

### Duties and Responsibilities:
- Verify legitimacy of transactions through phone with cardholders and financial institution representatives.
- Respond to incoming phone inquiries for information from department's 800 line.
- Processes outbound and inbound calls pertaining to potential fraudulent activity on accounts.
- Complete case sheets for financial institutions to report actions taken on suspect accounts.
- Maintain up to date knowledge of procedures and policies pertaining to Inbound Fraud Scripts.
- Provide courteous and professional service to customers, even in potentially escalating situations, representing Vantiv in the most positive manner.

### MINIMUM KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:
High School Diploma/GED, College Preferred or less than 1 year equivalent experience.
Excellent oral and written communication skills.
Strong PC knowledge, including MS Office, Word, and Excel.
Strong organizational skills and attention to detail.
Ability to maintain professionalism in stressful and confrontational situations.

**Equal Opportunity Employer Minorities/Women/Protected Veterans/Disabled**
Vantiv Application Process

Send your resume to the below email:

- [FraudTeamSupervisors@vantiv.com](mailto:FraudTeamSupervisors@vantiv.com)

Subject Line:

- Based on the position you are applying for
  - Associate Fraud Specialist – NKU Interview

A member of fraud management will forward the resume to our internal recruiting office to begin the Interview process. They will follow up with you on the contact number you have listed on your resume to schedule an interview with a member of the fraud management team.