



Requisition Number 11-0123

Post Date 4/11/2011

Title EB Fraud Associate

Location Metro Center

City Harrisburg

State PA

Job Summary This is a part time position - 21 hours per week - Monday, Tuesday, Wednesday, Thursday 4:10 - 8:10 pm. No hours Friday or Saturday. Sunday 11:00 - 4:00 pm.

This position is responsible for analyzing, investigating and processing Debit Card and ATM Fraud and dispute cases. Responsible for monitoring Enfact for potential counterfeit cards to reduce bank exposure and researching overdrawn accounts due to Debit Card activity for potential recovery.

Principal Responsibilities

- Exemplify the "Ways to AMAZE!" Customer Service Philosophy.
- Answer store/Customer/call center inquiries/issues about Reg E claims.
- Process and investigate ATM and Debit Card dispute and fraud cases.
- Process chargebacks through Visa to recover funds.
- Compile information from fraud and dispute cases for fraud database.
- Investigate and collaborate with Security and Law Enforcement on fraud cases.
- Monitors Enfact reporting for potential counterfeit cards to reduce bank exposure.
- Performs other related duties as assigned.

Requirements

- Attention to detail.
- Organization/Communication skills.
- Customer service skills.
- Telephone skills.
- PC skills.
- Ability to handle multiple tasks.
- Accuracy.

Physical Requirements

- While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle or feel, reach with hands and arms, and talk or hear. The employee is frequently required to stand and walk. The employee may occasionally lift and/or move up to 10 pounds.
- WORK ENVIRONMENT: Work is performed in an office setting. Working extended hours may be required as needed. The noise level in the work environment is usually quiet.

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