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Specialist, Claims & Fraud Operations - East Providence, RI

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Company: Santander

Location: Vélez

Category: business-and-financial-operations

Specialist, Claims & Fraud Operations - East Providence, RICountry: United States of America
Responsible for the day-to-day operations of the company's business units. Aims to deliver superior service to clients by driving and optimizing the effectiveness and efficiency of people, processes and technology thereby enhancing financial performance, increasing investment capacity, and managing risk. Builds the sustainable repeatable capabilities that support delivery of the highest standards of service and execution. Analyzes and reviews data tools, business processes and operational standards to execute service delivery. Evaluates and ensures that operations meet company objectives, business needs, service agreements and relevant requirements. Researches and monitors external landscape to identify developments and translate them into operational implications for the company.

Essential Functions/Responsibility Statements:

Analyzes current fraud trends and provide input into rules and parameters.

Develops and maintains Policy and Procedure Manuals.

Develops registration & licensing documents, policy and procedure manuals, and other documentation as needed.

Researches discrepancies, accumulate all necessary information and take appropriate action to stop, and where possible, prevent fraud and identity theft losses.

Reviews daily reports for unauthorized share activity.

Maintains case files and work with law enforcement agencies and internal departments.

Enters fraud cases in the case management system.

Reports suspicious activity as required by the Bank Secrecy Act.

Assists in the preparation of filing bonded claims and un-bonded charge off recommendations.

Conducts daily new business and member account and/or changed account review and due diligence actions in compliance with the USA Patriot Act Member Identification Program (MIP).

Schedule: Tuesday through Saturday : AM - : PM

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education:

Bachelor's Degree or equivalent work experience in (Req)

in

Work Experience:

Experience in loss prevention, fraud, regulatory compliance, fraud prevention or security area preferably in financial services., - years (Req)

Skills and Abilities:

Working knowledge of loss and fraud detection/prevention principals, multiple fraud areas, compliance and regulatory issues related to the department and/or company.

Working knowledge of fraud systems such as Lexus Nexus, Targus, Tran Union TLO

Knowledge and experience with root cause analysis

Solid analytical, interpretive and problem solving skills

Ability to analyze diverse information and develop strategy recommendations

Excellent customer service and communication skills, both verbal and written

Excellent organization skills

Solid ability to multi-task

Solid knowledge of department computer applications and systems

Proficient in MS Office Applications

Diversity & EEO Statements: At Santander, we value and respect differences in our workforce and strive to increase the diversity of our teams. We actively encourage everyone to apply.

Santander is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, genetics, disability, age, veteran status or any other characteristic protected by law.

Working Conditions: Frequent Minimal physical effort such as sitting, standing and walking. Occasional moving and lifting equipment and furniture is required to support onsite and offsite meeting setup and teardown. Physically capable of lifting up to fifty pounds, able to bend, kneel, climb ladders.

Employer Rights: Employer Rights: This job description does not list all of the job duties of the job. You may be asked by your supervisors or managers to perform other duties. You may be evaluated in part based upon your performance of the tasks listed in this job description. The employer has the right to revise this job description at any time. This job description is not a contract for employment and either you or the employer may terminate at any time for any reason.

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