

RISK OFFICER

We have an exciting opportunity available in our Cape Town office. The Risk officer will support the Risk Manager with conducting compliance and Risk Management.

Key Personal Competencies:

Educational

- Grade 12
- Tertiary Qualification – Advantageous

Work Experience

- Previous work experience in an e-commerce environment dealing with Fraud and/or Risk Management
- Previous Team Leader Experience

Main Tasks:

1. Chargeback Management
 - Ensure that the Team consistently manages chargeback notifications
 - Maintain daily, weekly and monthly chargeback stats for identified products and prepare these for the Risk Manager
 - Responsible for conducting a monthly chargeback stats tally with the identified individual/s within the Finance Team to confirm their monthly values and count match
2. Team Management
 - Quality of overall work delivered in line with business requirements
 - Overall management of team members I,e, absenteeism, staff development etc
3. Relationship Management
 - Respond to relevant queries from the banking institution relating to the identified payment product
 - Review and co-ordinate identified system issues that require further investigation by the Dev Team
4. Communication
 - Communicate identified Risk or Fraud exceptions to the Risk Manager on a daily basis
 - Deal effectively with external clients/customer queries within the agreed turnaround time
 - Ensure effective two-way communication with internal teams

5. Conduct Investigations

- Responsible for further investigation to establish if there are other cards or email addresses associated with an identified fraudulent transaction or series of transactions (if required)
- Responsible for further in-depth investigations once fraud has been detected

6. Reviews and Reporting

- Monitoring and maintaining cost of Risk and Fraud ratios
- Compile and prepare cost of Fraud reports for the Risk Manager

7. Due Diligence Support

- Daily assisting with all Compliance requests, i.e. KYC (know your customer) document's and also all Website Audits

Email your cover letter and comprehensive CV to talent@paygate.co.za.

NOTE: Please indicate in your email whether you were referred to us, and if so, please say whom referred you.

Applications close 11 January 2019