



Detection & Investigation Analyst Sr

Contact: PNC

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https://al-autauga.countybuyselltrade.com/jobs/detection-investigation-analyst-sr_pittsburgh_65032

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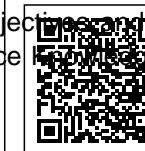
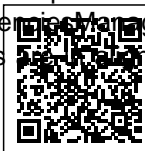
Pittsburgh

Price:

Check with seller

Details
Apply
Position Overview
As a Detect & Investig Analyst Sr. you become a member of PNC's Retail Banking Reg E Dispute Services organization of more than 90 professionals that are responsible for the resolution of fraud and non-fraud disputes within the Regulation E guidelines for ATM, On-line Banking, ACH and Debit Card for all PNC markets. PNC Operations is committed to leadership in technology, processes, and service and you will be exposed to the industry's best in all these arenas. Your responsibilities will include: Investigating, researching and providing error resolution for customer initiated disputes. Providing the customer with a written communication of the dispute decision, within the Federal Regulation required timeframes. Maintaining knowledge of assigned operations and compliance regulations, analytical and technical skills required to perform the job effectively, and participates in training and cross-training. Performing related clerical functions and duties, and special projects as assigned. Escalates anomalies, issues and problems in the department to team leader or supervisor. Completes productivity database on an ongoing basis. Your hours will be 6:45am-3:15pm or 7:30am-4:00pm, Monday through Friday. You will be counted on to conduct proficient research and demonstrate the ability to make independent judgments within strict regulatory time constraints. In addition, you will have the opportunity to maintain and strengthen your knowledge of policies, procedures and regulations as well as dispute processes. Prompt processing is of the utmost importance because these disputes have a high level of risk and must be carefully reviewed, researched and investigated. You will also be responsible for handling correction and resolution of customer claims. PNC is an Equal Employment Opportunity/Affirmative Action Employer -- M/F/D/V/SO Job Profile
Reviews and investigates customer cases, reports, and work for potential and actual loss; minimizes fraud, AML and/or organizational risk. Responsible for early detection of suspicious activity, control and prevention of losses. Researches and analyzes bank activities and reports to detect and prevent possible fraudulent and suspicious activities. Recommends disposition. Uses defined research procedures to identify and resolve issues. Starts to identify trends. Follows standards and practices to mitigate fraud, AML and other risk exposure and loss. Shares best practices amongst the team and/or service partners. Prepares and maintains appropriate documentation of analysis performed and coordinates with internal or external stakeholders as appropriate. Core

Competencies
Manages Risk - Basic Experience
Assesses and effectively manages all of the risks associated with the business's objectives and activities. Activities
Identifies, understands, and manages the bank's and its customers' appetite for risk. Manages the bank's risk management framework. Core
Focus -
Experience



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