

RVA Financial

JOB POSTING

JOB TITLE: Compliance/Fraud Specialist

POSITION REPORTS TO: Director of Compliance/Risk

POSTING DATE: Friday, December 20, 2024

CLOSING DATE: Friday, December 27, 2024

RVA Financial Credit Union

Job Description

JOB TITLE: Compliance/Fraud Specialist

DEPARTMENT: Compliance/Fraud

REPORTS TO: Director of Compliance/Risk

SUPERVISES: No

CLASSIFICATION: Non-Exempt

REVISION DATE:

PRIMARY FUNCTION:

Responsible for assisting in day-to-day tasks to ensure credit union BSA/AML/CFT compliance. Responsible for engaging with our customers via phone and in person to answer any questions or concerns related to disputes, identity theft, complaints or possible fraudulent activity. You may make recommendations and assist with decisions based on research/analysis of detailed reports and accounts for fraud, bank secrecy related and internal activity. Also responsible for recordkeeping and research related to such.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

- Investigate credit bureau disputes, identity theft claims, complaints, and other disputes and inquiries that RVA Financial receives from members or from third-parties on behalf of members.
- Manage, monitor and respond timely and appropriately to complaints and disputes received directly from members and call center staff.
- Collect, track and interpret information and evidence for decisions, and manage written responses.
- Demonstrate effective analytical and communication skills while gathering and providing information to members, and while formulating decisions that resolve customer issues.
- Remain up-to-date on the credit bureau, compliance and financial fraud industry knowledge and of the Fair Credit Reporting Act and related regulations.
- Research daily, weekly, monthly account reports to assist in the day-to-day compliance program to ensure BSA/AML compliance.