

## POSITION VACANCY

Credit Corporation (PNG) Limited seeks an experienced person to fill in the role of **Senior Cards Fraud Monitoring Analyst**.

The Senior Cards Fraud Monitoring Analyst is responsible for active and regular monitoring and reviewing of the Bank's fraud detection tools taking appropriate action to mitigate risks to the Bank and our customers.

This role reports to the Manager Cards & Digital Operations.

### Key responsibilities

- Handle complex & difficult card suspicions or fraudulent activities relating to transactions received from schemes for issued cards and originating from Credit Bank PNG channels.
- Trouble-shoot and provide analysis of fraudulent activities and unauthorized use of cards, devices and data.
- Provide analysis to current trends on potential fraud and take appropriate actions to mitigate risks from multiple sources and systems, i.e. WAY4, VRM. VROL.
- Ensure risks and operational process documentation are done as per compliance requirements, lead process improvements, identify and counteract fraud trends.
- Actively maintain relationships with key internal stakeholders to identify opportunities and areas of improvement that align to customer experience.
- Monitor customer activity to detect possible fraud by utilizing systems and tools to review suspected fraud cases, fraud alerts/reports and additional work streams to ensure all suspicious transactions and activities are reviewed in a timely manner.
- Identify fraudulent or non-compliant transactions, develop a plan and complete the appropriate analysis.
- Trouble shoot to identify and to resolve issues, by working with internal departments and schemes to bring resolution to client concerns as they arise.



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P.O Box 1787,  
Port Moresby | 121  
N.C.D | Papua New Guinea

- Ensure all processes are documented and reviewed periodically with changing fraud trends and monitoring system enhancements.

### **Key requirements**

- Bachelor's degree in business, accounting or related discipline.
- Experience in cards fraud operations is an advantage
- Excellent communication skills and the ability to forge strong relationships with internal stakeholders.
- Proven ability to service and support a range of internal and external customers, while maintaining client stakeholder confidentiality, often in parallel and within a shifting set of priorities.
- Exceptional verbal, written and interpersonal skills
- Ability to make independent decisions guided by department policies and procedures

### **Application process:**

If you think you have what it takes to be in this role, we would like to hear from you.

**Applications close on Friday, 4<sup>th</sup> October 2024 at 5pm.**

Only short-listed candidates will be contacted for an interview. If you do not hear from us, please consider your application unsuccessful. All applications must provide the following:

- A cover letter
- A current CV with the names of three (3) contactable referees

Applications must be addressed to:

**The Head of People & Culture  
Credit Corporation (PNG) Limited  
P O Box 1787  
Port Moresby, 121  
National Capital District**

Hand-delivered to Ground Floor, Credit House, Cuthbertson Street, Port Moresby, National Capital District or emailed to [Recruitment@creditcorporation.com.pg](mailto:Recruitment@creditcorporation.com.pg)