



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

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Toll Free Fax: (877) 825-7564

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# Job Board Posting



Careers.Indigenous.Link

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## Bilingual Fraud Detection Analyst (12-Month Contract) - Tangerine

<b>Job ID</b>	<b>201038-en_US-2970</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=201038-en_US-2970">https://careers.indigenous.link/viewjob?jobname=201038-en_US-2970</a>	
<b>Company</b>	Scotiabank	
<b>Location</b>	Moncton, NB	
<b>Date Posted</b>	From: 2024-06-28	To: 2050-01-01
<b>Job</b>	Type: Full-time	Category: Finance

### Description

Requisition ID: 201038Tangerine is Canada's leading direct bank. We offer flexible and accessible banking options, innovative products, and award-winning Client service. The reason why Tangerine employees come to work each day is to help Canadians live better lives. We focus on making a difference in our communities, and that includes our own internal community. It's important to us that our employees feel empowered and enthusiastic about belonging to our Orange culture. As Canada's leading digital bank, Tangerine technology is at the heart of everything we do. We have redefined what digital banking is, and we continue to evolve to tackle any opportunity and face every challenge through progressive technology and the power of collaboration. Do you like new challenges? Are you ready to reach new heights in your career and become part of an established disruptor? If so, come join us and help redefine the Canadian banking landscape! What you will be doing: You will contribute to the overall success of the Fraud, Fraud Operations ensuring specific individual goals, plans, initiatives are executed / delivered in support of the team's business strategies and objectives. You will ensure all activities conducted are in compliance with governing regulations, internal policies and procedures. Is this role right for you? In this role, you will:

- Investigate questionable credit card activity; contacts customers proactively; blocks accounts from further fraudulent activity.
  - Report and escalate any fraud trends/activities evidenced through customer conversations directly to management team
  - Work to minimize fraud losses through detection, investigation and mitigation; as such, this role actively contributes to the profitability of the organization by reducing losses.
  - Detect and prevent fraudulent activity with respect to the Bank's credit cards and day to day banking by:
    - Analyzing alerts generated by various fraud detection tools and assessing the probability that fraud is occurring.
    - Making a decision, based on the analysis completed, to block the account or to contact the cardholder to discuss the activity.
  - In the event of a large scale fraud attack, working effectively with the team to identify the potential points of compromise as quickly as possible and getting other Scotiabank cards at risk identified and action taken before fraudulent activity occurs
  - Share information on trends to ensure large scale fraud trends are identified and actioned quick
  - Communicate with branches and other Bank departments to resolve inquiries relative to fraud issues and/or complaints
  - Support the Bank's annual Fraud Plan, and business objectives for the department by achieving and maintaining required service level standards
- Do you have the skills that will enable you to succeed in this role - We'd love to work with you if you have:
- Fluency in both English and French is required (reading, writing, and spoken)
  - Must be available to work either one of the following shifts (including occasional statutory holidays/weekends), shifts are subject to change:
    - Friday to Monday, from 12 PM to 10 PM EST (10-hour shift, 4-day work week)
    - Thursday to Monday, from 2 PM to 10 PM EST (8-hour shift, 5-day work week)
  - Prior experience in Fraud is required
  - Experience working with Mastercard products is required

- Experience using the following systems is required: Microsoft office and TSYS is required
- Customer Service experience required, preferable in financial services industry
- Previous Retail Banking and / or Advice/Call Centre experience is an asset
- Post-secondary education in business or other related disciplines would be considered an asset
- Strong analytical skills, attention-to-detail, and ability to make effective decisions
- Proven interpersonal, communication and problem resolution skills

What's in it for you

- You will be part of a diverse and inclusive team of Client-focused go-getters looking to learn from each other in an environment that celebrates and recognizes success!
- You will have access to thousands of online and in person courses so you can shape your career growth with the support from diverse industry leaders.
- You will get our help to save for your future and to invest in your total wellbeing through our Tangerine benefits\*.
- You belong here, we are equal and un-complicated. Bring your true self to work, dress codes don't apply here.
- You will enjoy workspace flexibility and all the excitement that comes from working at the official Bank of the Toronto Raptors.

\*Tangerine employees participate in Scotiabank's pension & benefits programs (available to permanent employees) Location(s): Canada : New Brunswick : Moncton || Canada : New Brunswick : Dieppe At Tangerine we value the unique skills and experiences each individual brings to the team, and are committed to creating and maintaining an inclusive and accessible environment. If you require accommodation during the recruitment and selection process, please let our Recruitment team know.

For more information, visit [Scotiabank for Bilingual Fraud Detection Analyst \(12-Month Contract\) - Tangerine](#)