



**Job Title:** Fraud Mitigation Specialist  
**Date Prepared:** July 2024  
**Reports To:** Compliance Officer  
**Department:** Compliance  
**Status:** Hourly/Non-exempt  
**Grade:** 9

**PURPOSE:** The primary purpose of this position is to assist Fremont Federal Credit Union to live our Mission to deliver the Best Advice, Best Service, and Best Products to promote healthy financial living. To accomplish this effort this position must deliver outstanding service to members and team members in alignment with our established Service Standards. In addition, performs investigation for both internal and external fraudulent or suspicious activities committed against the Credit Union.

**ESSENTIAL FUNCTIONS:** The following duties are not intended to serve as a comprehensive list of all duties required in this position. This job description is intended to provide a representative summary of the major duties and responsibilities. This role may not be required to perform all duties listed and may be required to perform additional duties as requested.

1. Deliver outstanding service to both members and team members in alignment with Fremont FCU's Service Standards.
2. Meet all established performance goals for service as measured by the Internal Service Survey.
3. Review and investigate various reports and systems for potential fraudulent or suspicious activities within member accounts and loans.
4. Monitor fraud detection systems/reports for suspicious/fraudulent account activity.
5. Identify through fraud case analysis, opportunities to enhance internal policies, procedures, and controls throughout the credit union.
6. As necessary, prepares reports for leadership covering investigative details, results and recommended loss prevention and recovery actions.
7. Review system changes to identify internal fraudulent activity.
8. Prepare Suspicious Activity Reports (SAR) for submission.
9. Assists in development and facilitation of fraud prevention and awareness for all staff, as applicable. Assist with, respond to and/or resolve member/branch issues related to fraud.
10. Acts as a resource for all team members regarding a variety of loss prevention and fraud scenarios.
11. Ensures duties performed are following all security, audit, regulatory compliance, information security, customer privacy, and Bank Secrecy Act/Customer Identification Program policies and procedures.
12. Work collaboratively with other departments to recommend solutions that impact performance, risks, losses, and threats to the credit union.
13. Communicate / Coordinate with law enforcement, make police reports and represent the credit union in court when necessary.

#### **OTHER DUTIES**

1. Provides a high degree of service to the member and associated third party agencies or vendors.
2. Keeps work area neat and organized. Keeps all confidential documents out of sight.
3. Maintains regular and reliable attendance.

#### **Qualifications**

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this position. The requirements listed below are representative of the knowledge, skill, and/or ability required to perform the position satisfactorily. Individual abilities may result in some deviation from these guidelines.

**Preferred Experience**

High school diploma or GED required. College degree in accounting, criminal justice, finance, or related field, or equivalent combination of experience and education. Law enforcement background conducting criminal investigations preferred.

**Skills/Abilities**

Be knowledgeable of current regulations and compliance issues. The position requires a broad knowledge of general banking roles, functions, and systems in addition to a comprehensive understanding of regulatory requirements. Requires a self-motivated individual who possesses operational/research experience, and the ability to identify patterns, recognize incidents outside the pattern and ensure compliance with FFCU policies, programs, and procedures. Strong interpersonal skills required to represent the credit union professionally and positively and to interact effectively with members, staff, and management. Must possess time management, organizational and analytical skills; must be able to coordinate a variety of projects and pay close attention to detail. Ability to originate ideas in a fast-paced environment with multiple short-term deadlines. Ability to work independently and as a team player.

**Decision Making**

To exercise sound judgement when making decisions as they relate to position duties and the credit union's policies and procedures.

**Financial responsibilities**

To be responsible for safeguarding the credit union's assets by ensuring that policies and procedures are followed.

**Physical Requirements**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Performing work through repetitive eye/hand coordination. Write using pen/pencil or personal computer keyboard daily. Must be able to communicate through speaking and hearing and use visual acuity for examining and reading documentation. Position is required to sit, pull, push, reach, and use repetitive hand motions. Position may be required to work long or unusual hours on occasion. Ability to work overtime, attend meetings, seminars, and travel.

**Working Conditions**

Work is performed primarily indoors with some potential for exposure to safety and health hazards related to electronics work. May require periodic travel between branches. There is exposure to potentially hazardous conditions such as robbery. Employees are to receive detailed instructions and procedures to follow to minimize risk. In accordance with the American with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

**Work Authorization**

FFCU requires that all employees be legally authorized to work in the United States, and it abides by all laws that prohibit the employment of undocumented foreign nationals. Any person employed must complete the federal Employment Eligibility Verification Form (I-9) within three days of hire.

**Equal Opportunity**

FFCU provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, gender identity, sexual orientation, marital status, religion, age, disability, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment.

**Diversity Statement**

FFCU is committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience, and unique perspectives. This commitment is embodied in FFCU policy and the way we do business.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Employee Signature: \_\_\_\_\_

Employee Print Name: \_\_\_\_\_

Date: \_\_\_\_\_