

Job Title

Fraud Operations Manager

Short Description

The Fraud Operations Manager assists Alabama Credit Union by developing, implementing, and managing an effective fraud prevention strategy and program to detect, prevent, and deter fraud or the threat thereof to safeguard the financial interests of the credit union and its members. The Fraud Operations Manager provides expert guidance and oversight of fraud-related investigations involving the use of electronic/cyber systems, debit and credit cards, new accounts, account abuse, check forgery, elder abuse, suspected money laundering and check kiting, identity theft, and the like. The incumbent routinely analyzes fraud trends and creates reports outlining risks and mitigation strategies.

Full Description

Manages direct reports to maximize productivity, efficiency, and staff performance. Provides coaching, counseling, training, corrective action, and compliance with regulatory requirements and organizational mission, values, policies, and work rules. Appraises performance and provides recommendations for staff compensation, promotion, and termination, as appropriate. Ensures high performance, growth, and collaboration within the team.

Fraud Detection. Conducts real-time monitoring to detect suspicious activities, patterns, or anomalies, such as unusual transactions or login attempts. Also analyzes historical data to identify trends and predict future risks.

% Fraud Prevention. Develops, leads, and implements an effective fraud prevention program, in collaboration with stakeholders within the credit union to ensure a holistic approach. Prevention includes establishing policies and guidelines, implementing controls and strong authentication measures, and continuously updating security protocols. Ensures that all prevention activities comply with relevant anti-fraud laws, regulations, and industry best practices.

Risk Assessment. Conducts regular risk assessments to identify emerging fraud threats and vulnerabilities to different types of fraud. Maintains awareness of key process changes, system changes, organization or governance structure, and key outsourcing arrangements/vendor exposure and how they impact operational risk management. Prioritizes time and allocates resources in areas that need the most protection.

Incident Response. In the event of a fraud incident, facilitates rapid response and mitigation, minimizing the impact on the credit union. Serves as the lead on investigations into suspected fraudulent activities. Collaborates with internal teams, law enforcement, and external partners as necessary.

Leverages technology and advanced analytics to examine data. Prepares and analyzes internal and external fraud loss data reporting to monitor risk management activities associated with significant losses. Identifies patterns and

anomalies. Corresponds with the appropriate parties to discuss potential impacts to various business units of the credit union.

Education	(1) A bachelor's degree, or (2) achievement of formal certifications recognized in the industry as equivalent to a bachelor's degree (e.g., fraud and risk management certifications in lieu of a degree). Preferred Certifications include Certified Fraud Examiner (CFE) Certified Anti-Money Laundering Specialist (CAMS) Certified Risk Professional (CRP)
Additional Comments	Five years to eight years of similar or related experience within fraud first/second line in a financial institution environment, with direct experience managing fraud risk assessment in a banking environment.
Credit Union	Alabama Credit Union
State	Alabama
Contact Name	Sarah Kate Sheridan
Email	ssheridan@alabamacu.com
Phone	205-469-5944
Fax	206-650-1013
Expiration Date	11/22/2024