Job Description: \*
*The****BSA/Fraud Prevention Assistant***\_ is responsible for managing losses and controlling risk to the Bank and its customers due to various aspects of fraud, including check fraud, ATM/debit card fraud, ACH fraud, new account fraud, wire fraud, and mobile deposit fraud. The BSA/Fraud Prevention Assistant will also assist with fraud investigations. The BSA/Fraud Prevention Assistant is responsible for the accurate and timely monitoring and reporting of suspicious customer transactions. This position also performs and reviews various reports; cash, reloadable travel cards, OFAC and working in the Yellow Hammer Fraud Detection System.\_

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Job Duties & Responsibilities: \*

* Actively investigate potential instances of fraud against the bank and its customers.
* Utilize the bank’s fraud monitoring systems to review fraud alerts and create cases for investigative and documentation purposes.
* Assist in training opportunities with bank employees on fraud issues and mitigation efforts.
* Provide support to other departments in identifying fraud prevention measures.
* Maintain confidentiality regarding all customer and employee information. Follow established policies and procedures in responding to inquiries and requests.
* Reports pertinent information to the immediate supervisor as requested, or according to an established schedule; compiles information as necessary or as directed and provides data to appropriate bank personnel.
* Manage debit card dispute caseload by researching, gathering information, maintaining documentation, investigating, and tracking. Also, resolving and/or reimbursing disputed errors, and/or unauthorized charges. Communicating with customers throughout the process.
* Receive and answer telephone, email, and the occasional face-to-face inquiry regarding customer accounts.
* Review daily reports of large currency transactions. Assist with the timely filing of all required Currency Transaction Reports (CTR’s), Suspicious Activity Reports (SARs), Monetary Instrument Logs (MILs) and other BSA recordkeeping requirements.
* Conduct periodic review and analysis of currency, SAR, and wire transfer activity to identify and monitor high-risk entities.
* Identify opportunities to work with Fraud Prevention Officer to mitigate additional bank losses.
* Reviews, monitor and analyze transaction activity on customer accounts and cards.
* Evaluates risk to determine if account activity will be suspended due to fraud.
* Maintain records of reported fraud and forgery.
* Provide assistance to co-workers with difficult internal problems or customer inquiries or problems.
* Ensure prompt and courteous response to customer inquiries.
* Maintain and prepare large cash report.
* Maintain and prepare Reloadable Travel card report.
* Maintain records on OFAC and 314a searches.
* Perform other duties as assigned by the Department Manager.

Knowledge, Skills, and Abilities Required to Enter the Job:

* Attainment of this position requires entry to mid-level experience and may be contingent upon successful mastery of the skills and responsibilities inherent in a minimum of 6 months experience in banking or equivalent education.
* Knowledge, skills, and mental development equivalent to the completion of high school.
* Detail oriented
* Good communication skills.
* PC experience, especially in using Silverlake, MS Excel spreadsheets and MS Word documents.
* Some typing skills. Experience using MS Excel spreadsheets and MS Word documents.
* In addition to possessing the skills necessary to perform the job, the employee must be willing and able to demonstrate these skills by coming to work on a daily basis.

Accommodations will be made to allow for meeting job requirements when it does not place an "undue hardship" on Security Bank of Kansas City.

Security Bank of Kansas City is an Equal Opportunity / Affirmative Action Employer.

Location: 701 Minnesota Ave, Kansas City, KS 66101

Job Type: Full-time

Work Location: Multiple Locations