

Role:	Fraud Analyst
Reports To:	Fraud Team Leader
Department:	Fraud
Location:	Gibraltar

Purpose of the role:

Monitoring and actively preventing fraud and abuse on the BetVictor site and other B2B brands.

Protecting business and minimising financial, social and legal risks to the lowest level. Knowledge of payment policies and procedures to meet the promised time frames.

Reviewing, approving, and processing all player withdrawals, ensuring all relevant wagering requirements have been met, performing KYC checks in line with company policy and regulatory requirements.

Key Responsibilities / Duties:

- Monitoring customer accounts to detect fraudulent patterns.
- Investigation and acting on suspicious transactions to protect the business from financial loss
- Knowledge of Chargeback processes to keep any chargebacks to an acceptable limit.
- Reviewing and processing all withdrawal requests.
- Contributing and ensuring compliance of Team KPIs by resolving customer queries within SLA guidelines.
- Respond to clients and colleagues throughout the shift to ensure customers receive first time resolution (telephone and e-mail).

Key Working Relationships:

- Compliance Team
- Customer Service and Account Management Teams
- Finance Department
- Payments Operations
- Responsible Gaming Team

Person Specification, Skills, Experience & Qualifications :

- Preferred 2 years' recent experience within online gaming.
- Knowledge of KYC and AML regulations.
- Strong organisational skills.
- Numerate with excellent analytical skills.
- Knowledge of standard IT systems especially Excel.
- Highly desirable would be fluency in German
- Flexible approach to working hours.
- Ability to work as part of a team.

Working Hours:

- 40 Hours per week to suit the needs of the business.
- Will include weekend and evening work.