



Junior Executive / Executive - Fraud Risk Card Centre

DO YOU EMBRACE
PERSEVERANCE, DISPLAY
RESILIENCE, AND BELIEVE THAT
COLLECTIVELY

we can foster growth and progress together?



You should ideally

- ⌚ possess professional qualification acceptable to the bank
- ⌚ possess minimum 4 years of relevant experience in a bank/ financial institution with exposure to card issuing and acquiring businesses
- ⌚ possess experience working in customer service, fraud and risk management including fraud investigation, risk reporting, audit and compliance
- ⌚ possess good verbal and written communication skills
- ⌚ possess good analytical and problem solving skills
- ⌚ possess comprehensive knowledge on the products and services offered by the bank
- ⌚ possess working knowledge in statistics and reporting with the ability to analyse data-sets to identify anomalies
- ⌚ ability to meet deadlines, complete important time - sensitive tasks
- ⌚ ability to create and work in a team environment

You will be responsible for

- ⌚ analyse transactions and investigate fraud and risk incidents till closure
- ⌚ analyse data / provide analytics to identify fraud trends and implement mitigation mechanisms
- ⌚ provide training, guidance to branches, Card Centre teams and Contact Center to reduce fraud risk
- ⌚ monitoring and analyzing data to assist law enforcement with investigations
- ⌚ perform periodic audits and engage in operational risk and compliance management initiatives
- ⌚ manage relationships across multiple business teams to ensure that fraud mitigation tools / measures are implemented

We are an equal opportunity employer, committed to promoting an inclusive and diverse environment. Recruitment to the Bank is based solely on merit and competency. Any form of canvassing is discouraged.

Correspondence will only be with the short-listed candidates.

Please apply via e-mail by sending an updated CV or a DFCC Bank application form which could be downloaded from our website to recruit@dfccbank.com with the post applied for in the subject By 17 March 2025.

*Chief Human Resource Officer DFCC Bank PLC,
73/5, Galle Road, Colombo 03*