JUNIOR EXECUTIVE - FRAUD RISK MONITORING

The Job Holder is responsible for the management of the transaction alerts generated for defined transaction rules for the bank. The role is a critical element of the bank's defence against money laundering, terrorist financing and fraud.

THE JOB

- Monitor and review transaction alerts generated by the fraud monitoring systems
- Conduct timely screening and monitoring of customer transactions, merchants, wallets, and aggregators to identify potential fraudulent or suspicious activities
- Investigate alerted cases and take appropriate action in accordance with established procedures and Service Level Agreements (SLAs)
- Escalate suspicious transactions, high risk activities, and potential fraud incidents to the relevant teams for further investigation
- Ensure all cases are reviewed, documented, and resolved within the agreed SLAs
- Conduct risk reviews for merchant onboarding and ensure completion within agreed SLAs
- Ensure timely preparation and submission of data for regulatory reporting requirements and payment scheme mandates
- Maintain accurate records of investigations, actions taken, and case outcomes
- Assist in preparing daily, weekly, and monthly Management Information System (MIS) reports related to Card Risk Unit activities
- Assist the Unit Head in preparing, reviewing, and updating departmental policies, procedures, and desk instruction documents
- Support Compliance, Risk, and Internal Audit teams by providing the information required for reviews, audits, and investigations
- Adhere to all regulatory requirements, internal policies, and operational procedures to ensure full compliance.
- Identify process gaps and recommend improvements to enhance fraud detection, operational efficiency, and process automation
- Participate in periodic training programs and knowledge sharing sessions to maintain awareness of emerging fraud trends while providing guidance and mentoring junior staff members
- Be willing to work on a rotational shift schedule, including day, evening, and night shifts, on weekdays, weekends, and public and bank holidays, as required

THE PERSON

- Possess a Full / Part Qualification In Banking or an Equivalent Professional Qualification
- Possess 3-5 years of experience in payment card transaction monitoring
- Strong leadership and People Management Skills
- Excellent interpersonal and customer service skills
- Effective Communication skills

The position is at Junior Executive Level.
Please login to https://www.ndbbank.com/careers to apply on or before 07th September 2026.

We will correspond only with the shortlisted applicants
"We are an equal opportunity Employer"

NDB bank
The future is banking on us
Vice President Human Resources