

## JOB DESCRIPTION

**Job Title:** Risk Manager

**Department:** Underwriting, Risk & Compliance

**Reports To:** Managing Director

**Position Summary:** The ideal candidate must have demonstrable experience in risk management and a clear understanding of exposure and losses while maximizing application approval ratios and revenue enablement. In addition, the ideal candidate will have a proven history of implementing fraud process improvements, a strong knowledge of fraud detection and prevention must have the ability to train and mentor a team in these practices. A successful candidate must have the ability to understand the day-to-day challenges of their team and how to enhance their response, review, and completion time frames while also enhancing transaction and account monitoring programs.

### **ESSENTIAL DUTIES:**

- Manage Risk team by encouraging sound financial analysis and decision-making
- Foster relationship-building with team members and partners to ensure profitable and productive relationships
- Ensure that the team understands scripts and procedures relating to Risk processes
- Identify opportunities for continuous improvement, implementing Risk practices to ensure the organisation is competitive in the marketplace
- Actively coach, mentor and manage direct reports
- Coordinate workflow and ensure that proper procedures are followed, and deadlines are met.
- Effectively communicate team results throughout the organisation and to external constituents
- Reviews reports for exceptions and disputes any findings within the allotted of time
- Understand, analyse and translate quantitative information into presentations that are easily understood by senior management on a regular basis
- Evaluate existing portfolio and sending periodic reports to C-Suite (Merchant Services Risk Assessment for AML, Compliance, Transaction, Reputational Risk):
  - Identify patterns and trends to prevent fraud or future losses
  - Identify industry/portfolio trends that result in non-compliance and potential financial loss
  - Monitor existing merchant accounts to identify potentially fraudulent activity and make decisions on when to hold funds, delay deposits, require or increase reserves, and/or close accounts
  - Monitor payment processing activity within the merchant portfolio to identify risky behaviors, including excessive chargebacks, fraud, and non-compliance with card brand rules
- Stay informed on industry trends pertaining to merchant services fraud and risk
- Confidently communicate with the acquirer
- Maintain department policies and procedures and ensure staff adherence
- Proactively work with 3rd party vendors to innovate and/or adjust procedures and decrease risk exposure
- Ensure portfolio thresholds are in balance (High Risk vs Low Risk)
- Company Wide Annual Training (such as AML Training)
- Other duties and special projects as assigned.

### DESIRED QUALIFICATIONS:

- Ideally possess a Bachelor's Degree and minimum 2-3 Years of relevant work experience.
- Reviews reports for exceptions and disputes any findings within set period of time
- Understand the potential intended and unintended consequences of a given decision, both small-scale and on the organisation as a whole.
- Utilise effective research and investigative techniques
- Aptitude for data-driven decision-making with a history of driving process improvement and efficiency using prospect and customer data
- Excel in a dynamic and fast-paced environment; manage changes, set and follow priorities and execute on vision and strategy
- An analytic background with the ability to understand how various data sets can be used to help drive better risk analysis and practices
- Strong written and verbal communication to clearly articulate the company strategies, plans, and measurements of all key risk and fraud activities to internal constituents, board members, and external banking partners
- Personal leadership- strong work ethic; mature and professional attitude with strong interpersonal and coordination skills; ability to handle stress, high pressure, and short deadlines
- Experience and broad base knowledge of Fraud & Risk Operations, Compliance and Regulatory requirements including a solid understanding of banking and card association compliance requirements
- Ability to handle multiple projects under pressure while prioritizing and delegating effectively
- Discretion and ability to maintain highly confidential information
- Understand the potential intended and unintended consequences of a given decision, both small-scale and on the organisation as a whole
- Utilise effective research and investigative techniques
- Experience with Risk Management tools and Systems such as Lexis Nexus, Visa RDR, etc

### KEY ATTRIBUTES:

- **Pace Setter:** Recognised as an authority and expert in the payments ecosystem and utilise leadership to create demand for the company's products and solutions
- **Innovator:** Ability to introduce new ideas, processors, and products to improve operational efficiency and revenue generation
- **Visionary:** Must be able to see and clearly articulate the company vision and the revenue strategy across all relevant functions and ensure the right goals are defined and met
- **Entrepreneurial** Must regularly measure and analyse productivity and effectiveness, form strategic product road maps, create market positioning and competitive advantages, and determine budget trade-offs with a goal of continually improving and developing sustainable results
- **Data-driven / metrics-driven:** Create a culture of accountability by setting the right metrics and tying company performance, compensation, and promotions to tangible results
- **Results-driven:** Assume a long-term, integrated perspective while also striving to drive quarterly revenue results. Commit to short-term results, forecast future revenue, and take accountability for both short-term success and longer-term strategy

**Supervisory Responsibilities:** This job has supervisory responsibilities