



Are you **interested in** financial markets and the **cards business**? Then your place is with us!

As part of Raiffeisen Centrobank AG, the Raiffeisen Digital Bank builds a new digital-only bank for the European market. We are the team of professionals with fintech background and a start-up culture, who strive to change the way customers interact with financial services. If you are keen on taking responsibility regarding card antifraud operations processes and for the monitoring of card transactions, we invite you to join our **Retail Operations** team in **Vienna** as a

CARDS ANTIFRAUD OPERATIONS OFFICER (F/M/D)

YOUR RESPONSIBILITIES

- Manage our real-time fraud monitoring tool to oversee card transactions, set up real-time enhancements to keep it bulletproof and process and document fraud cases
- Periodically review antifraud strategies and rules to mitigate possible fraud attempts
- Have an In-depth understanding of regulatory norms and alignment with our operations
- Create a culture of constant improvement by internal collaborations and by maintaining relationships with business customers/card schemes/service providers
- Manage customer support regarding merchant refunds, set-up chargeback cases and complain handling regarding fraud investigations and disputes
- Handle Vendor management for service providers related to cards antifraud operations

YOUR QUALIFICATION

- 3+ years experience in cards antifraud operations with know-how in operating a real-time fraud monitoring tool and handling disputes with card schemes
- Experience in reconciliation and reporting
- Disposability for on-call duty outside regular business hours is beneficial
- Be customer focused and proactive
- English on a professional level is a prerequisite

OUR OFFER

- A modern, centrally located office in the 3rd district of Vienna with a view over Stadtpark, canteen, home office, cell phone, laptop as well as job ticket and other benefits.
- A position within a product-driven environment full of professionals that offers a lot of space to unfold your ideas and creativity
- We guarantee payment according to your official national collective agreement ("Kollektivvertrag") of EUR 2.665,15. We have a clear willingness to overpay, and you can expect an appropriate payment depending on your concrete skills and experiences.

We are proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to age, ethnicity, race or colour, national origin, religion, political or other opinion, sex, sexual orientation or disability.

apply NOW!

Please note that – due to data protection – we will only be able to consider applications through our **JOBS PLATFORM**. Further information and vacancies on our website: www.rcb.at/en/careers.

ABOUT RAIFFEISEN CENTROBANK

Raiffeisen Centrobank AG (RCB) is the competence center for certificates and equity trading in Austria, with a strong regional focus on Central and Eastern Europe (CEE). As a pioneer and market leader in the field of structured products RCB offers a broad range of certificates for all market situations and customer needs.

In addition, RCB is a relevant market maker for equities and equity derivatives in the German-speaking area as well as in CEE. As largest domestic market maker at the Vienna Stock Exchange the bank provides liquidity for the Austrian Prime Market. RCB is a subsidiary of Raiffeisen Bank International AG.

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www.rcb.at

Raiffeisen Centrobank AG

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We are looking forward to your application.

Jobs at

 **Raiffeisen
CENTROBANK**