

Aspiration

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MISSION FINANCIAL PARTNERS LLC

Senior Specialist, Customer Protection & Fraud Prevention

About Aspiration

For over a decade, Aspiration has been at the forefront of climate-friendly finance, offering consumers financial solutions that benefit both their wallet and the planet. We believe in the power of collective action to combat climate change, and we're building a community of individuals who are committed to making climate action part of their everyday lives.

About the Role

The Senior Specialist, Customer Protection & Fraud Prevention is responsible for detecting, investigating, and preventing debit card fraud within Mission Financial Partners LLC. This role involves analyzing transaction data, identifying fraud patterns, and implementing strategies and controls to mitigate fraudulent activities. The Senior Specialist will collaborate with various departments to develop and enforce fraud prevention policies and provide training to enhance fraud awareness within the organization.

This role offers the unique opportunity to be at the forefront of our growth journey, directly influencing the direction and success of our company. You'll not only lead high-impact projects but also contribute to a cause that matters, combating climate change. If you're passionate about making a difference and have a knack for fostering strategic relationships and driving marketing excellence, this is your chance to shine and grow with us.

What You'll Do

Fraud Detection and Investigation:

- Monitor and analyze card transactions and activities for signs of potential fraud.
- Conduct thorough investigations into suspected fraudulent activities, gathering and analyzing evidence to support findings.

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- Develop detailed reports on investigation outcomes and recommend corrective actions.

Fraud Prevention Strategy:

- Design and implement fraud prevention strategies and controls to reduce the risk of fraudulent activities.
- Stay up-to-date with the latest fraud trends and techniques, adjusting strategies as necessary to address emerging threats.

Data Analysis and Reporting:

- Utilize analysis tools and techniques to identify fraud patterns and anomalies.
- Prepare and present regular reports on fraud trends, investigation outcomes, and the effectiveness of fraud prevention measures to senior management.

Policy and Procedure Development:

- Develop, review, and update fraud prevention policies and procedures to ensure they align with industry best practices and regulatory requirements.
- Ensure policies and procedures are effectively communicated and enforced across the organization.

Training and Awareness:

- Conduct training sessions for employees on fraud detection and prevention techniques.
- Promote a culture of fraud awareness and prevention throughout the organization.

Collaboration and Advisory:

- Provide expert advice and guidance to management and staff on fraud-related issues.

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What You'll Bring

Education:

- Bachelor's degree in Finance, Accounting, Criminal Justice, or a related field.
- Professional certifications such as Certified Fraud Examiner (CFE) or Certified Anti-Money Laundering Specialist (CAMS) preferred.

Experience:

- Minimum of 5 years of experience in fraud detection, investigation, and prevention, preferably within the financial services industry.
- Proven track record of conducting successful fraud investigations and implementing effective fraud prevention strategies.

Skills and Competencies:

- Strong analytical and investigative skills with the ability to interpret complex data.
- Excellent written and verbal communication skills.
- Proficiency with SQL and Looker to assist with card fraud analysis
- High attention to detail and the ability to work independently.
- Proficiency in using fraud detection software and tools.
- Strong ethical standards and integrity.

How We Support You

- Work for a mission-driven company
- Provide professional and learning opportunities
- Competitive Salary and Equity Incentives
- Robust Healthcare Plans (medical, dental, vision)

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- 401(k) with a company match
- Flexible and Sick/Wellness Time off
- Remote-first work/life harmony

Location

US, Remote (candidates must be authorized to work in the United States)

Salary Range \$75k to \$88k USD Annually

Mission Financial Partners LLC is an Equal Opportunity employer. The Company maintains policies and practices that are designed to prevent discrimination or harassment against any qualified applicant or employee to the extent prohibited by federal, state and local laws and regulations. By way of example, discrimination on the basis of race (actual or perceived), ethnicity, color, religion, ancestry, national origin, citizenship, sex, age, marital status, sexual orientation, physical or mental disability, medical condition, genetic information, military or veteran status, gender identity, gender expression, or any other characteristic protected by applicable law is prohibited.

If you are an individual with a disability and require a reasonable accommodation to complete any part of the application process, or need an alternative method for applying, you may contact hr@aspiration.com for assistance.

Mission Financial Partners LLC participates in E-Verify and will provide the federal government with your I-9 Form information to confirm that you are authorized to work in the U.S.

Interested?

To apply, email hr@aspiration.com with the following information in the subject line:

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#0001 | Senior Specialist, Customer Protection & Fraud Prevention | YOUR NAME

Be sure to attach your resume, and briefly share why you are interested in this role and joining Mission Financial Partners LLC.