



Remote or Telework - Full Time

Job Summary

Position range in Midlands

42k 71k
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Per year



Remote Fraud Outbound Work from Home

\$15.00 per hour**Global Payment Holding Company**

Occupation: Fraud Examiners, Investigators and Analysts

Location: Columbia, SC - 29223 Positions available: 1

Job #: 1192849 Work At Home option: Yes

Updated: 4/22/2022 Expires: 7/19/2022

Source: SC Works Online Services Site: SC Works Online Services Agency Job ID: 66067302

Job Requirements

Job Properties



Job Description

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Job Description

Every day, Global Payments makes it possible for millions of people to move money between buyers and sellers using our payments solutions for credit, debit, prepaid and merchant services. Our worldwide team helps over 3 million companies, more than 1,300 financial institutions and over 600 million cardholders grow with confidence and achieve amazing results. We are driven by our passion for success and we are proud to deliver best-in-class payment technology and software solutions. Join our dynamic team and make your mark on the payments technology landscape of tomorrow.

Job Description

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the fraud detection system. Analyzes several aspects of account history, to include payment and transaction history. Contacts customers and merchants to obtain additional information regarding fraudulent charges. Maintains accurate and complete documentation of all information necessary for the investigation. What Part Will You Play?

- Responds to 20-30 or more account inquiries per hour providing the merchants and cardholders of 5 or more assigned clients with standard/scripted responses to Service Level Agreement (SLA) defined alerts generated within the fraud detection queues. Assists with the completion of the lost stolen report, such as block and transfer of compromised accounts to prevent further losses and fraudulent activity. Builds the credit card replacement orders and completes shipping materials.
- Begins to build knowledge and basic skills required to identify fraudulent credit card activity through training, research of department policies, procedures, external regulations and analytic techniques, and the expertise of more experienced fraud analysts.

What Are We Looking For in This Role? **Minimum Qualifications**

- Experience working in a high volume call center
- Exceptional attention to detail
- Ability to work well independently
- Ability to maintain professionalism during difficult situations with customers
- First rate decision making skills
- Strong analytical skills and problem solving skills
- Able to use effective and probing questioning and listening techniques to identify customer needs
- Proven verbal and written communication skills
- Ability to deescalate situations with customers while explaining the situation to the customer
- Intermediate computer skills
- Able to work a flexible schedule
- Able to successfully complete a background check that includes criminal , credit , drug screen , verification of education and past employment.
- **Once you have applied you will complete a On Demand digital interview. The Recruiter will review and then reach out to you for final phone interview.**
- **Remote office internet connection via DSL or Cable Modem with a minimum speed of <20mbps down and <10Mb upload**
- You must have a space in your home that is free of distractions to complete training and take calls
- **This is a US Only based role**

What Are Our Desired Skills and Capabilities?

- Skills / Knowledge - Acquires and applies job skills and learns company policies and procedures to complete assigned routine tasks.
- Job Complexity - Works on assignments that are routine to semi-routine in nature, requiring little decision outside of stated processes, but recognizes the need for occasional deviation from accepted practice. Has little or no role in the decision-making.

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- Supervision - Normally receives detailed instructions and follows established procedures on all work, requires instructions on all assignments. Works under close supervision.

Global Payments Inc. is an equal opportunity employer. Global Payments provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex (including pregnancy), national origin, ancestry, age, marital status, sexual orientation, gender identity or expression, disability, veteran status, genetic information or any other basis protected by law. Those applicants requiring reasonable accommodation to the application and/or interview process should notify a representative of the Human Resources Department. **Applicants to roles based in the United States Only: Except where prohibited by state law, Global Payments will give preference to candidates fully vaccinated against COVID-19. Team members are considered fully vaccinated after completing**

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authorities. Global Payments provides reasonable accommodations for medical or religious reasons or any other legally required reasons.

TSYS is an equal opportunity employer (EOE) committed to employing a diverse workforce and sustaining an inclusive culture.

Qualified individuals with disabilities may be entitled to reasonable accommodations to assist in their pursuit of employment with TSYS. This includes assistance in completing the job application (online or otherwise) and reasonable accommodations during the hiring process. For assistance with reasonable accommodations needed to apply for a job, please contact the TSYS Pay and Benefits Center between 8 a.m. and 7 p.m. Eastern Monday-Friday at 1.706.644.8747 or 1.877.644.8747 or email at PayandBenefits@tsys.com.

EOE/Minorities/Females/Vet/Disability

TSYS is committed to diversity and equal opportunities for everyone. We are committed to ensuring that all job applicants and team members are treated equally, without discrimination because of gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability, age or any other characteristic prohibited by law. For more information, please refer to our Code of Business Conduct and Ethics.

Employer Research

Employer Research

Global Payment Holding Company
Is a Private Sector employer with 2 locations
<https://www.globalpaymentsinc.com/en-us/>

Company Profile:
(Confidential)



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10,000+ employees
Connect with
Global Payment Holding Company



Jobs from this Employer



Bilingual (Spanish) Call Center Representative - Remote - \$15.75 p/hr & Day 1 Be
★ **Global Payment Holding Company - Columbia, SC**
Regular

Every day, Global Payments makes it possible for millions of people to move money between buyers and sellers using our payments solutions for credit, debit, prepaid and merchant services. Our worldwide team helps over 3 million companies, more than 1,300 financial institutions and over 600 million cardholders grow with confidence and achieve amazing results. We are driven by our passion for success and we are proud to deliver best-in-class payment technology and software solutions. Join our dynamic team and make your mark on the payments technology landscape of tomorrow. Summary of This Role Responds to customer inquiries via telephone to provide



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CSR Inbound - Remote - \$15 hourly + Day 1 Benefits
★ **Global Payment Holding Company - Columbia, SC**
Regular

Every day, Global Payments makes it possible for millions of people to move money between buyers and sellers using our payments solutions for credit, debit, prepaid and merchant services. Our worldwide team helps over 3 million companies, more than 1,300 financial institutions and over 600 million cardholders grow with confidence and achieve amazing results. We are driven by our passion for success and we are proud to deliver best-in-class



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See all jobs from Global Payment Holding Company

Location/Work Site Information

Address: Company Worksite, Columbia, SC 29223

Work At Home option:	Yes
Public Transportation Accessible:	No
Location/Work Site Industry (NAICS):	Financial Transactions Processing, Reserve, and Clearinghouse Activities (522320)
Cost of Living:	View cost of living information based on this location

Compensation and Hours

Compensation and Hours

Salary Range: Not Available DOE (Depends on Experience) Not Available **Other Benefits:** Not Available **Full or Part Time:** Full Time (30 Hours or More) **Job Duration:** Over 150 Days **Type of Job:** Regular
Shift: Not Applicable
Hours per Week:
Hours Not Specified

View what local employers are paying Fraud Examiners, Investigators and Analysts

Work Experience

Work Experience

Minimum Experience Required: Not Specified

Education and Training

Education and Training

Minimum Education Level Required: No Minimum Education Requirement

Required License/Certification: No
Related Education Opportunities

Skills Required

Skills Required

- View typical job skill requirements for Fraud Examiners, Investigators and Analysts
- View typical Tools and Technology skills used by Fraud Examiners, Investigators and Analysts
- View the typical workplace skills for Fraud Examiners, Investigators and Analysts
- View the personal skills that are typically associated with individuals that work as Fraud Examiners, Investigators and Analysts

Other Skills

Other Skills

Special Software/Hardware skills needed: No

Occupation Information

Occupation Information

Occupation:	Fraud Examiners, Investigators and Analysts
Other Matching Jobs:	View other jobs available for Fraud Examiners, Investigators and Analysts

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This section shows the number of job openings advertised online in Richland, SC for Fraud Examiners, Investigators and Analysts and for the related occupational group of Business and Financial Operations Occupations on April 23, 2022 (Jobs De-duplication Level 2).

Occupation	Job Openings
Fraud Examiners, Investigators and Analysts 🌟	1
Business and Financial Operations Occupations	482
🌟 BRIGHT OUTLOOK NATIONALLY	

Source: Online advertised jobs data

Career Ladder

Career Ladder

Personal Requirements

Personal Requirements

Knowledge:	View the knowledge typically needed by Fraud Examiners, Investigators and Analysts
Abilities:	View the abilities typically needed by Fraud Examiners, Investigators and Analysts
Work Styles:	View the personal characteristics that can affect how well Fraud Examiners, Investigators and Analysts perform

Nature of the Work

Nature of the Work

Importance:	View what is typically important in a job to Fraud Examiners, Investigators and Analysts
Work Activities:	View typical work activities for Fraud Examiners, Investigators and Analysts
Tasks:	View the specific tasks commonly performed by Fraud Examiners, Investigators and Analysts
Working Conditions:	View the typical working conditions for Fraud Examiners, Investigators and Analysts
Tools and Technology Skills:	View the tools and technology generally used by Fraud Examiners, Investigators and Analysts
Occupational Videos:	<u>View a short video about Fraud Examiners, Investigators and Analysts</u>

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