



Have you ever considered yourself working for Fortune 500 company?

Western Union is committed to create diversity and is proud to be an equal opportunity employer who offers a challenging and fast-paced work environment, excellent compensation and exciting career opportunities.

Western Union connects people and businesses around the globe by providing fast, reliable and convenient ways to move money. Our 162-year history and 520,000 Western Union Agent locations in more than 200 countries and territories strengthen our commitment to offering our services in every corner of the globe.

Currently we are looking for a new team member to join our team in Vilnius as a:

Associate, Digital Review Team (English, French, German, Spanish or Italian)

Western Union is seeking a highly motivated Associate who will be responsible for monitoring newly developed fraud patterns for card not present transactions conducted on the company websites. This individual will perform analysis of high-risk transactions, via real-time queues and post transaction reports, and will determine if transactions are fraudulent and should either be cancelled or processed. Individual will also be responsible for administration and data entry of account information, following established guidelines for the organization and ensuring accounts and files are accurate, complete and within compliance.

Key Responsibilities:

- Monitor and analyze digital transactions activity to identify potential fraud patterns
- Analysis of transactions from the real time queue
- Conduct analysis of transactional and customer records to link unidentified transactions and accounts to known fraudulent activity
- Contact consumers as required to validate suspicious transactions
- Resolve complex problems independently. Make decisions regarding cases escalation
- Be flexible and open for new responsibilities, based in our “center of excellence” status

Key Requirements:

- College/University bachelor degree
- Experience with fraud monitoring and/or payments background desired
- Online or banking experience desired
- Demonstrated analytical, organizational, and customer service skills
- Proactive, independent individual with the ability to focus on the task at hand
- Confidence in making instinctual and logical decisions with little or no supervision
- Strong communication skills, self-motivation and results-oriented approach
- Intermediate skills in Microsoft Excel required
- Ability to grasp new concepts and integrate quickly to deliver results
- Ability to work under pressure and team player
- Must be fluent in English
- Fluency in one or more following languages: French/German/Italian – writing and speaking
- Ability to work a flexible 24/7 schedule

Western Union offers:

- Competitive salary packages
- Private healthcare, life and accident insurance
- Learning and development possibilities
- Other benefits (free Taxi service, lunch on weekends etc.)

If you consider yourself a suitable candidate and you are ready for challenges and rewards of working for a money transfer industry leader, please apply through [Career page](#) or send your CV to greta.paulauskaite@westernunion.com.