

ONLINE FRAUD ANALYST - US

NET-A-PORTER is an established global Internet retailer of cutting edge luxury fashion labels, relied upon for its exceptional quality of service and eye for the next big thing. With an expanding domestic and global market, and revenues increasing month on month, critical strategic change is on the agenda, in order for us to achieve the objective of dominating our sector as a truly successful force in online retail.

The Role

To assist the carrying out of order verification and fraud checking, processing customer refunds and assuming responsibility for other ad hoc projects as and when they occur within Finance.

"NET-A-PORTER is doing exactly what most observers have always believed couldn't be done; it is selling cutting-edge fashion over the web." Financial Times

Responsibilities

- To ensure the timely verification/approval of orders.
 - To monitor anomalous customers and their order verification.
 - To ensure the timely/efficient processing of refunds/debits.
 - To communicate order verification and other customer finance processing with the other Finance personnel as necessary.
 - To liaise with Customer Care on individual customer financial matters.
 - To communicate in a professional manner with customers by email and telephone.
 - To abide strictly by the company data protection policies safe guarding confidential and personal information.
 - To assist the finance function with day-to-day and ad hoc duties
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Essential Skills & Requirements

- Excellent eye for detail and high level of discretion
 - Good verbal and written communication skills
 - Numerate
 - Proven ability to work to stringent deadlines
 - Pro-active and able to show initiative/ideas to constantly improve the service of the customer finance function.
 - High level of confidence and able to use judgement in decision making
 - Previous experience of using Excel and Outlook.
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Hours: 37.5

Location: Long Island City, New York

To Apply

Please email us an updated CV and a cover letter explaining why you feel you are suited to the role to jobs@net-a-porter.com You will be expected to provide at least two recent work references. Due to the nature of the role criminal background checks will also be taken.

NO AGENCIES PLEASE