

Investigation Specialist I with German, KYC

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Company: Amazon UK Services Ltd. - A10

Location: United Kingdom

Category: business-and-financial-operations

Our overall mission is simple: We want Amazon to be the place where our customers can find, discover and buy anything online. Whatever our customers want, we will find the means to deliver it. With your help, Amazon will continue to enable people to discover new worlds. This is your chance to make history. We believe passionately that employing a diverse workforce is central to our success. We make recruiting decisions based on your experience and skills and value your passion to discover, invent, simplify and build trust of our customers and sellers.

We're looking for Investigators to evaluate transactions and safeguard Amazon's global customer base, profitability, and brand while maintaining a high bar of customer experience. Investigators are responsible for a wide range of duties related to the investigation and elimination of online e-commerce risk.

The team's schedule is organized in shifts and weekends to accommodate Amazon's opening hours 7 days a week. Please note, the shifts cannot be confirmed prior to joining Amazon as they are not determined until after the training period, therefore flexibility is required.

Key job responsibilities

As part of your role, you will have the opportunity to:

- * Investigate suspicious buyer activity and behavior that could pose a risk to Amazon, our customer's, or merchants.
- * Communicate via email and telephone with buyers, merchants, and other external and internal customers to make informed decisions about risk.
- * Maintain Amazon's site quality by enforcing Amazon's Policy Guidelines.
- * Take appropriate action to identify and help minimize the risk posed by fraud patterns and trends. When procedures are not available, follow established escalation paths to ensure resolution.
- * Participate in other special projects/assignments and Partner with appropriate business teams as necessary.
- * Consistently achieve/exceed weekly productivity and quality standards.

About the team

The Customer Trust and Partner Support (CTPS) team aims to make Amazon the safest place to transact online. CTPS safeguards every financial transaction across all Amazon sites, while striving to ensure that these efforts are transparent to our legitimate customers. As such, CTPS designs and

builds the software systems, risk models and operational processes that minimize risk and maximize trust in Amazon.com.

We are open to hiring candidates to work out of one of the following locations:

Virtual Location - GBR

BASIC QUALIFICATIONS

- * Proficiency in both English and German with an ability to compose grammatically correct,

concise and accurate written responses.

* Experience working with Microsoft Office including Outlook, Word and Excel.

PREFERRED QUALIFICATIONS

* Previous work experience in a customer service/retail environment.

* Knowledge of or experience in a fraud/risk management environment.

* Experience in insurance, finance, data analysis, research, translation or training.

* Strong organizational skills, ability to effectively manage time, and individually prioritize multiple tasks of competing priority.

* Self-disciplined, diligent, proactive and detail oriented.

* Excellent problem-solving skills.

* Excellent interpersonal skills, with the ability to communicate complex issues correctly and clearly to both internal and external customers.

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