Fraud Associate - Level 2

(Washington, DC)

General Position Overview: (include but not limited to and subject to change):

Minimum Education and Experience Required:
- Bachelor's Degree and/or 4 years of experience in law enforcement, criminal justice, intelligence and/or other professional analytic.
- Proven proficiency in the Microsoft Suite of Products (i.e. Word, PowerPoint, Excel, SharePoint and Outlook).
- Demonstrated ability to lead, manage, assign, delegate, prioritize and organize workflow duties of a team.

Minimum Qualifications:
- Capable of performing repetitive tasks while maintaining a high level of accuracy, such as: lifting, standing , reaching, twisting, sealing envelopes, opening/sending mail, stacking, shredding, packing/moving/stacking boxes, un-stapling, paper-clipping, sorting, filing and reading.
- Possess comprehensive writing skills, ability to proofread correspondence, convey ambiguities, and correct deficiencies.
- Ability to remain flexible and adapt under pressure in stressful situations and follow instructions and established procedures.
- Ability to work in one place and traverse the office on a continuing basis
- Capable of analyzing facts and evaluating information, drawing conclusions from such evaluations, and formulating recommendations.
- Capable of leading small teams.

Duties / Tasks:

The incumbent will perform all administrative work and data analysis in support of the Fraud Program Office. Anticipated tasks include, but are not limited to, the following:

- Shall acknowledge and adhere to all standards for conduct, internal controls, the Privacy Act, and the protection and safeguarding of all Personally Identifiable Information (PII).
- Liaise with the internal and external offices and agencies in performing daily duties, maintaining and monitoring case files and logs. Match incoming correspondence from applicants and law enforcement officials with individual passport file.
- Verify and analyze data in various internal, law enforcement, and commercial databases (e.g., LexisNexis, CCD, CLEAR) and report results. Process initial paperwork, track case statistics, conduct analytical case reviews, enter and maintain data in an in-house databases performing quality control and reviews of data entered and maintaining paper and electronic file libraries.
- Complete and process pre-formatted letters to passport applicants whose files have been referred to the office.
- Interface with stakeholders (i.e., acceptance facilities, law enforcement, and other Government agencies, Diplomatic Security and other Passport Center/Agencies0.
- Provide training, oversight, and guidance to lower level staff associates and assist in curriculum and training aide development.
- Assist in processing applications referred to the office by agencies and posts and perform telephone and written inquiries concerning pending applications.