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# Example of Manager, Investigations Job Description

Our innovative and growing company is searching for experienced candidates for the position of manager, investigations. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for manager, investigations

* The responsibilities in this position may span over multiple processes and functions and locations
* Provide focused feedback loops for managers and investigators based on crisp performance and quality data
* Support teams in devising solutions to prevent situations which result in high-impact incidents and escalations around product authenticity (counterfeit, trademark, copyright) and safety issues
* Participate in drafting and presenting deep-dive documents and policy change proposals
* Own and/or manage projects designed to improve operational and process efficiency
* Use data to analyze trends, predict and fix problems before they happen
* Manage the escalation process including the research, identify root cause, resolving actions and preventative action for Product Quality escalations
* The responsibilities in this position may span over multiple processes and functions
* Oversee day-to-day departmental activities
* Implement and manage a periodic quality assurance program for FIU reviews

## Qualifications for manager, investigations

* Participate in and contribute to required office / stakeholder meetings
* This role reports directly to the AML Investigations Team Leader or the AML Investigations Director
* Specifically this role involves overseeing and supplementing special investigations concerning legal/regulatory inquiries, filings and actions, adverse media reports and other high profile matters potentially posing financial crime, regulatory or reputational risk,taking into account various AML risk factors and indicators to determine if a Suspicious Activity Report (SAR) requires completion
* Some knowledge of EFT systems used to move funds intra or interbank
* Experience with tools used for aggregating, organizing, and analyzing large amounts of data using tools like Excel, Access
* Ability to effectively communicate, coordinate, collaborate, and gain the trust of business stakeholders, technical personnel, and external resources