



Job Description

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Job Title	Job Location	Category
Fraud & Investigation Manager - Uganda	Kampala	-
Job Type	Job level	Industry
Full Time	Intermediate	-

Open to Expatriates

Only Open to Tanzanian Nationals

Minimum Requirements

Min Budget	Max Budget	Primary Industry
-	-	-
Secondary Industry	Primary Category	Secondary Category
-	-	-
Certificate	Qualification	
-	-	

Summary

Company seeking a proactive and results-driven Fraud & Investigation Manager who will be responsible for preventing, detecting, investigating, and managing fraud risks across the device financing business, including mobile phone financing. The role ensures strong fraud controls, effective investigations, loss minimization, and continuous improvement of fraud prevention frameworks while supporting business growth.

Responsibilities

Fraud Prevention & Risk Management

- Design and implement fraud prevention strategies tailored to device financing and fintech operations.
- Identify fraud risks across onboarding, KYC, dealer activities, device allocation, repayments, and collections.
- Develop fraud risk indicators, alerts, and early warning systems.
- Review and strengthen internal controls to prevent fraud and operational abuse.

Fraud Detection & Monitoring

- Monitor transactions, customer behavior, and dealer activities for suspicious patterns.
- Analyze fraud trends, emerging risks, and root causes.
- Work with Data, IT, and Product teams to improve fraud detection tools and automation.

Investigations & Case Management

- Lead and conduct fraud investigations involving customers, dealers, agents, and staff.
- Collect, analyze, and document evidence and investigation findings.
- Coordinate disciplinary actions, recoveries, and legal escalations where applicable.
- Liaise with law enforcement and regulatory bodies when required.

Dealer & Staff Fraud Oversight

- Investigate dealer-related fraud, collusion, and policy breaches.
- Conduct staff misconduct and internal fraud investigations.
- Recommend control improvements and corrective actions.

Reporting & Governance

- Maintain a fraud case management system and investigation records.

- Prepare fraud risk reports, dashboards, and management updates.
- Present fraud trends, losses, and mitigation strategies to senior management.

Training & Awareness

- Conduct fraud awareness training for staff, dealers, and agents.
- Promote a strong fraud risk and ethical culture across the organization.
- Support onboarding and refresher training on fraud prevention policies.

Key Performance Indicators (KPIs)

- Fraud loss rate
- Number and resolution time of fraud cases
- Recovery rate from fraud incidents
- Effectiveness of fraud detection controls
- Reduction in repeat fraud incidents

Requirements

- Bachelor's degree in Finance, Accounting, Business, Criminology, Law, or a related field.
- Professional certifications (CFE, ACFE, CIA, CAMS) are an added advantage.
- Minimum **5–8 years' experience** in fraud risk, investigations, or compliance.
- Strong experience in **device financing, mobile phone financing, fintech, or digital lending**.

Characteristics

- Strong investigative and analytical skills
- Excellent report writing and documentation skills
- High ethical standards and integrity
- Strong stakeholder and law enforcement coordination skills
- Knowledge of KYC, AML, and fraud regulations

Driving Licence

Not Required

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