

**NOTICE OF VACANCY**  
**State of New Jersey**  
**Higher Education Student Assistance Authority**  
**Quakerbridge Plaza**  
**Trenton, NJ 08625**

**AMENDED TO EXTEND CLOSING DATE**

**ISSUE DATE:** August 19, 2016                      **CLOSING DATE FOR**  
**ACCEPTING RESUMES:** October 13, 2016

**TITLE:** Chief Compliance Officer/Ombudsman (Unclassified)

**SALARY:** \$80,000 - \$105,000 (MD34)

**LOCATION:** Higher Education Student Assistance Authority  
Quakerbridge Plaza  
Trenton, NJ 08625

**DESCRIPTION:**

The Chief Compliance Officer is a member of HESAA's Senior Staff and is responsible for ensuring strict compliance with all Federal and State laws and regulations as well as Congressional directives and industry best practices that govern the financial aid sector. Also responsible for conducting comprehensive investigations responding to borrower requests for Administrative Review, Closed School Discharges, False Certification Discharges, Unpaid Refunds, Ombudsman Inquiries, FMS Offset appeals, CFPB Complaint Portal and Fraud and Forgery Claims, insuring compliance to federal regulations and timeframes.

Primary responsibilities include:

- Performing periodic compliance audits of all HESAA operational, business, and administrative practices pursuant to applicable federal and State laws, executive orders, and ethics regulations;
- Developing, coordinating and participating in a multifaceted educational and training program that focuses on the elements of the compliance program and seeks to ensure that all appropriate employees and management are knowledgeable of, and comply with, pertinent Federal and State standards;
- Independently, and in coordination with the Director of Audits & Quality Assurance, investigating and acting on matters related to compliance, including the flexibility to design and coordinate internal investigations and any resulting corrective action;
- Coordinating internal compliance review and monitoring activities, including annual or periodic reviews;
- Serving as the primary contact with the Consumer Financial Protection Bureau (CFPB) and United States Department of Education (USDE) on all regulatory and compliance matters and communicating with the CFPB and USDE to clarify and interpret questions governing HESAA practices, including coordination of and response to CFPB and USDE program and other regulatory reviews and inquiries;
- Providing guidance/counsel to HESAA Senior Management regarding compliance matters as they relate to ongoing, developing, and prospective lines of business;
- Interpreting program rules and regulations for FFELP legacy activities;
- Periodic presentations to the HESAA Board on compliance related matters and activities;
- Continuing and enhancing the existing compliance program to ensure all compliance objectives are met.
- Evaluating regulatory requirements and operational procedures to insure compliance.
- Administrative Review Requests - Review requests received from defaulted student loan borrowers; update valid accounts while investigation of borrower claims is underway; respond to requests in accordance with federal and state regulations; forward invalid requests to Servicing/Collections for

borrower contact and processing; develop and update procedures and correspondence to comply with federal regulations.

- Fraud-Forgery – NJCLASS – Point of contact for individuals claiming fraud/forgery on NJCLASS loans; conduct investigations into claims of fraud-forgery on loans and forward findings to the Director for follow-up action.
- Discharge Requests – Process discharge requests for closed school, false certification, unpaid refund and identity theft in accordance with procedures and timeframes mandated by federal regulations; correspond with borrower, school and lenders/servicers to obtain documentation; review for eligibility for discharge requests; update, document and maintain borrower records and action taken; coordinate exchange of account status of financial data to other HESAA units; report to USDE claim requests for False Certification Discharges – Ability to Benefit; develop and update procedures.
- Postsecondary Education Participants System (PEPS) – Act as HESAA primary user for access to aid HESAA staff on issues of school/lender eligibility, participation and contact; provide information on school’s eligibility for participation.
- Ombudsman Inquiries – Act as HESAA Ombudsman to research, process and respond to borrower inquiries from USDE.
- FFELP and NJCLASS Regulations – Works in conjunction with HESAA Government and Legal Affairs in interpretation of program rules and regulations; evaluate operational unit’s administration of loan programs to determine compliance with regulatory requirements.
- FMS Offset Appeals – HESAA contact person to review borrower claims and determine eligibility in accordance with USDE guidelines.

**REQUIREMENTS:**

**Education:** Juris Doctorate required.

**Experience:** Knowledge and experience in the interpretation of both federal and State laws and regulations are required. Experience with federal regulatory reviews and the audit process preferred.

**Residency Requirement:** Pursuant to N.J.S.A. 52:14-7 (L. 2011, Chapter 70), also known as the “New Jersey First Act,;” which became effective September 1, 2011, all persons newly hired by the Executive Branch on or after that date shall have one year from the date of employment to establish, and then maintain, principal residence in the State of New Jersey. New Jersey state employees hired prior to September 1, 2011 who transfer from the Executive Branch or from another State of New Jersey appointing authority without a break in service greater than seven days but who reside outside the State of New Jersey are not required to change their principal residence to New Jersey in order to comply with the act.

**This posting may result in personnel actions which will require final approval by HESAA and the Civil Service Commission.**

**INTERESTED CANDIDATES SHOULD EMAIL A COVER LETTER (REFERRING TO POSITION TITLE) INCLUDING SALARY HISTORY AND RESUME TO [pmaske@hesaa.org](mailto:pmaske@hesaa.org).**