

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

AMENDED

ISSUE DATE: May 24, 2017 **CLOSING DATE FOR**
ACCEPTING RESUMES: June 14, 2017

TITLE: Program Officer, NJCLASS (Unclassified)

SALARY: \$59,000 - \$67,000 (R24)

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

DESCRIPTION:

Under the general supervision of the Associate Director, Servicing and Collections Unit, Office of Student Loans within the New Jersey Higher Education Student Assistance Authority (HESAA) is responsible for evaluating and processing Repayment Assistance Program (RAP) applications submitted by NJCLASS borrowers. This may include analyzing tax returns, pay stubs and other income documentation to determine program eligibility, available disposable income, and loan payment amount in accordance with NJCLASS program guidelines. Updates loan records for borrowers approved for participation in the program. Tracks and monitors accounts participating in the program, maintaining records and generating reports as required. Communicates directly with applicants regarding status of applications and program eligibility requirements.

Manages, trains, and directs staff responsible for the dissemination of program information to borrowers. Insures web information and application materials clearly convey eligibility requirements and application process is designed to facilitate the successful completion of applications and submission of required documentation and forms. Works in conjunction with Finance Department to insure approved applications do not exceed available funding caps. Maintains wait list of applicants, and develops appropriate policy and procedure manuals for program oversight and internal audit. Participates on internal teams tasked with modifying and enhancing internal computer systems to provide streamlined servicing. Assists in drafting responses to constituents in response to Governor and Legislative referrals, Consumer Financial Protection Bureau complaints and other inquiries.

REQUIREMENTS:

Bachelor's degree. Three years of administrative, financial or student financial aid program management experience, one year of which shall have been in a supervisory capacity. Excellent verbal and written communication skills required. Proficiency in various software packages such as Word, Excel, Powerpoint and Access required.

Note: Applicants who do not possess the required education may substitute experience as indicated above on a year for year basis.

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