



VACANCY ANNOUNCEMENT

POSTING #: 2023 - 17	ISSUE DATE: 2/22/2024	CLOSING DATE: Open Until Filled
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NOTE: This is a provisional appointment, which will require final approval by the Civil Service Commission.

TITLE: Investigator, Student Loans	TITLE CODE: 80213	RANGE: A15
UNIT: Customer Care Solutions	AVAILABLE VACANCIES: 4	
LOCATION: Quakerbridge Plaza, Trenton, NJ	SALARY RANGE: \$45,990.49 to \$64,588.90	

DESCRIPTION:

Under direction of a supervisory officer in the Student Loan Office, New Jersey Higher Education Student Assistance Authority, assists in the field and office work involved in the collection of delinquent and defaulted accounts; assists in the prevention of such; does related work as required.

Assist in the collection of defaulted accounts and the resolution of delinquent accounts. Interprets both state and federal regulations governing the student loan program to appropriate lenders, colleges, school authorities, parents, and student borrowers.

Analyze the status of individual student loan accounts by using independent judgment to identify those accounts which should be pursued for repayment.

Review and interpret records of student loan applications for purposes of updating data and/or locating borrower and family.

As required, communicate with individuals who fail to meet the terms of repayment schedules and negotiates repayment arrangements of defaulted accounts.

Trace and locate persons for whom the address of record is incorrect by contacting previous employers and the Internal Revenue Service to gain information that is not readily available.

Prepare correspondence as may be required in the course of official duties.

Prepare accurate, detailed, and informative reports of investigations and other related reports, outlining findings, conclusions, and recommendations.

The Higher Education Student Assistance Authority is an Equal Opportunity Employer and is committed to inclusive hiring and dedicated to diversity in our staff.

Counsel recipients of student loans regarding such loans, finance, and means of computing interest; make appropriate recommendations to resolve problems.

Review, evaluate, and interpret information obtained from various data sources and takes necessary action.

Report as soon as possible any irregularities observed among lenders and/or schools to supervisory officer for appropriate action.

Maintain essential records and files.

REQUIREMENTS:

EXPERIENCE:

Three (3) years of experience in work involving the collection of delinquent accounts for a private or public agency including direct telephone contact with borrowers in negotiating repayment plans, experience using skip tracing techniques, and experience reviewing and interpreting financial statements to determine repayment ability.

APPLICATION PROCESS:

Interested candidates must e-mail careers@hesaa.org with reference to Job Posting #2023-17 in the e-mail subject line and include a cover letter and resume. If you are applying for multiple positions at HESAA, you must submit separate applications in response to a Vacancy Announcement and reference the individual Job Posting Number in the e-mail subject line.

IMPORTANT NOTES:

This role may be eligible for the Telework Pilot Program (July 1, 2023 through June 30, 2024) consisting of up to two (2) days per calendar week after completing a four (4) month working test period following start date.

SAME Applicants: Candidates applying under the New Jersey “SAME” program, must include a Schedule A or Schedule B letter with other supporting documents (resume, proof of degree, etc) by the closing date indicated above. For more information, please visit <https://nj.gov/csc/same/overview/index.shtml>, email: SAME@csc.nj.gov, or call CSC at (833) 691-0404.

Foreign Degrees: Degrees and/or transcripts issued by a college or university outside of the United States must be evaluated for accreditation by a reputable evaluation service at your expense. The evaluation must be included with your application submission. Failure to submit the required evaluation may result in an ineligibility determination.

Residency: As of September 2010, in accordance with N.J.S.A. 52:14-7, the “New Jersey First Act,” all new employees must reside in the State of New Jersey, unless exempted under the law. If you do not live in New Jersey, you have one year after you begin employment to relocate your residence to New Jersey, or to secure an exemption. For more information, please visit: <https://nj.gov/labor/lwdhome/njfirst/NJFirst.html>.

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Work Authorization: Applicants must possess acceptable work authorization in the United States in accordance with United States Citizenship and Immigration Services and Department of Homeland Security regulations. HESAA does not provide sponsorship or accept student visas, F1 or H1B work authorization visas.

License: Appointees will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform the essential duties of the position.

Background Check: Newly hired employees must agree to a thorough background check.

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