



**VACANCY ANNOUNCEMENT**

<b>POSTING #:</b> 2025-26	<b>ISSUE DATE:</b> 5/22/2026	<b>CLOSING DATE:</b> 6/5/2026
<b>TITLE:</b> Program Officer, Student Assistance	<b>TITLE CODE:</b> 80204	<b>RANGE:</b> R24
<b>UNIT:</b> Customer Care Solutions	<b>AVAILABLE VACANCIES:</b> 1	
<b>LOCATION:</b> Quakerbridge Plaza, Trenton, NJ	<b>SALARY RANGE:</b> \$73,706.89 - \$108,073.49	

**NOTE: EXTENDED CLOSING DATE**

**(Applicants who have previously applied for this position do not need to reapply)**

**JOB DESCRIPTION:**

Under the direction of the Assistant Director of Customer Contact Center or other supervisory official at the Higher Education Student Assistance Authority (HESAA), the Program Officer, Student Assistance supervises the Customer Contact Team responsible for responding to inquiries regarding New Jersey’s need-based grants, scholarships, and student loan programs. The Program Officer oversees the day-to-day call center operations, including scheduling, monitoring performance, and ensuring consistent, timely, and professional responses to customers. This role also serves as the escalation point for complex issues, coaches staff to improve service quality, and ensures compliance with State and Federal program requirements. In addition, the Program Officer contributes to policy development, system enhancements, and process improvements that support HESAA’s overall customer service and program administration goals.

**Key Responsibilities:**

- Supervise daily operations of the Customer Contact Center, including scheduling, assigning work, monitoring productivity, and coordinating activities.
- Ensure consistent, accurate, and professional responses to inquiries, escalating and resolving complex or sensitive cases as needed.
- Monitor live and recorded calls, conduct quality assurance reviews, and provide coaching and feedback to staff.
- Track and analyze call center performance metrics (call volume, wait times, resolution rates, and customer satisfaction) and prepare reports for management.
- Collaborate with leadership on training and development programs; deliver training to enhance staff knowledge of HESAA grants, scholarships, and loan programs.
- Conduct monthly and annual staff performance evaluations and implement performance improvement measures when necessary.
- Collaborate with the Assistant Director of Customer Contact Center to update the Customer Care Solutions Policy and Procedure Manual.
- Recommend and participate in system testing and enhancements to NJFAMS, CLASS and other HESAA applications.
- Collaborate with other HESAA units to address cross-agency initiatives and maintain consistency in program administration.

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- Maintain up-to-date knowledge of all HESAA programs and provide accurate information to staff, other units, and external stakeholders.
- Respond to inquiries and emails from staff, other HESAA units, and external customers regarding grants, scholarship and loan programs.
- Performs other related duties as assigned.

## **POSITION REQUIREMENTS:**

### **Education:**

- Graduation from an accredited college or university with a Bachelor's degree in a business related field.
- Applicants who do not possess the required education may substitute experience as indicated on a year-for-year basis. One (1) year of applicable experience considered equivalent to one (1) academic year.  
*Note: This substitution applies only to the education requirement. All applicants must also meet the minimum required relevant professional experience listed below.*

### **Required Experience:**

- Minimum of four (4) years of experience in student financial aid administration, including current Federal and State programs.
- Demonstrated leadership and supervisory experience managing a large team in a call center or customer service environment.

### **Knowledge and Abilities:**

- In-depth knowledge of State and Federal financial aid programs, policies and procedures.
- Ability to supervise, coach, and evaluate staff while fostering a high performance team environment.
- Strong analytical and problem-solving skills, with the ability to interpret and apply policy and state and federal regulations.
- Ability to prepare reports, correspondence, and recommendations for management.
- Skilled in monitoring customer service quality and coaching staff to improve performance.
- Proficiency with information systems and technologies, and ability to support staff in system use.
- Experience developing and implementing internal policies, procedures, and process improvements.
- Strong written and verbal communication skills, with the ability to explain complex information clearly; experienced in developing training documentation and delivering internal and external training and public presentations.
- Ability to manage confidential data with integrity and discretion,
- Adept at identifying process inefficiencies and implementing system or procedural improvements.
- Comfortable working both independently and collaboratively across units and institutions of higher education.

## **APPLICATION PROCESS:**

Interested candidates must e-mail [careers@hesaa.org](mailto:careers@hesaa.org) with reference to **Job Posting #2025-26** 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:**

**SPECIAL NOTE:** This position may be eligible to work remotely for up to two days in a calendar week after completing a four (4) month working period following start date.

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**SAME APPLICANTS:** If you are applying under the NJ “SAME” program, your supporting documents (Schedule A or B letter), must be submitted along with your resume by the closing date indicated above. For more information, visit the [SAME Program Website](#), email: [CSC-SAME@csc.nj.gov](mailto:CSC-SAME@csc.nj.gov), or call CSC at (609) 292-4144, option 3

**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: [Civil Service Commission | NJ First Act](#).

**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.

**Employee Benefit(s):** As employees of the State of New Jersey, the New Jersey Higher Education Student Assistance Authority (HESAA) offers a wide-ranging benefits package

**Health and Wellness**

- Health, Dental and Prescription Plan
- Life Insurance
- Flexible Spending Accounts
- Employee Assistance Program (EAP)

**Financial Security**

- Pension, Retirement Plans
- Deferred Compensation Plan

**Work Life Balance**

- Paid Leave (Vacation, Sick and Personal Days)
- Alternate Work Week Options\*
- Telework Opportunities\*

**Professional Development**

- Tuition Reimbursement
- Access to Learning and Development Opportunities

\*Subject to agency policy, procedures and/or guidelines.

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