



VACANCY ANNOUNCEMENT

POSTING #: 2026-03	ISSUE DATE: 3/2/2026	CLOSING DATE: 3/16/2026
TITLE: Senior Investigator, Student Loans	TITLE CODE: 80215	RANGE: R18
UNIT: Customer Care Solutions	AVAILABLE VACANCIES: 3	
LOCATION: Quakerbridge Plaza, Trenton, NJ	SALARY RANGE: \$56,253.35 - \$81,896.85	

Note: This is a provisional appointment, which will require final approval by the Civil Service Commission. **It is open only to HESAA staff in career service. Preference will be given to those employees who applied for Exam Symbol PS4115S.**

JOB DESCRIPTION:

Under direction of the Assistant Director of Customer Contact Center or other supervisory official at the Higher Education Student Assistance Authority (HESAA), the Senior Investigator, Student Loans, is responsible for supervising the work of Investigators, Student Loans involved in the collection of delinquent and default accounts. The Senior Investigator, Student Loans conducts investigations of the more difficult and complex cases.

This position requires significant public interaction, responding to inquiries in person, by phone, and electronically. The incumbent exercises independent judgment within established procedures and provides guidance to staff as needed.

Key Responsibilities:

- Supervise the work of Investigator, Student Loans including the collection of written data and other information needed to resolve questions concerning delinquent accounts.
- Plan, organize, and assign the work and evaluate employee performance and conduct.
- Assign workload on a daily basis and monitor productivity and evaluate work.
- Investigate irregularities in the procedures of various lenders and/or schools
- Analyze delinquent accounts to determine whether investigation is warranted and assign such claims to appropriate staff.
- Provide direction and assistance in the collection of defaulted accounts and the resolution of delinquent accounts.
- Maintain appropriate records denoting program strengths and weaknesses, give special attention to problem areas, and report on a regular basis the overall results.
- Evaluate complex cases and apply relevant Higher Education Assistance Authority Law and determine appropriate actions.

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- Supervise the collection of written data and other information needed to resolve questions concerning delinquent accounts.
- As required, identify required training, staffing and procedural needs and ensure their consistency with applicable policy, and provide training and guidance to staff on procedures and applicable policies.
- As necessary, communicate with the public in writing, in person, or by telephone regarding student accounts
- Evaluate reports concerning defaulted and delinquent accounts and recommend new procedures and policies.
- Prepare accurate, detailed, and informative reports of investigations and other related reports, outlining findings, conclusions and recommendations.
- Counsel recipients of student loans regarding such loans and make appropriate recommendations to resolve problems.
- Perform other duties as assigned.

POSITION REQUIREMENTS:

Required Experience: Four (4) years of experience providing information to customers or clients, involving the collection of delinquent accounts in a government or office setting.

Knowledge and Abilities:

- Knowledge and understanding of various consumer oriented and banking regulations including but not limited to Regulation “Z”, Regulation “B”, Equal Credit Opportunity Act, Fair Credit Reporting Act.
- Ability to answer questions as they apply to delinquent and defaulted accounts.
- Knowledge of potential sources of assistance used to identify the residence of individuals in default accounts.
- Knowledge of factors necessary to establish installment payments leading to settlement of delinquent accounts.
- Ability to analyze, comprehend, interpret and apply the provisions of the law of New Jersey in accordance with established procedures.
- Ability to organize work involved in the collection of student loans, analyze the problems and develop effective work methods.
- Ability to assign, instruct, and supervise the work performance of staff.
- Ability to train and evaluate employees in the performance of their work.
- Ability to interact with the public and others in a courteous, timely and efficient manner.
- Ability to perform work in high stress situations.
- Ability to provide guidance and assistance regarding the work of the unit.
- Ability to read and explain rules and regulations and apply them to specific situations.
- Ability to maintain and retrieve requested information and essential records and files electronically.

APPLICATION PROCESS:

Interested candidates must e-mail careers@hesaa.org with reference to Job Posting #2026-03 in the e-mail subject line and include a cover letter and resume. Please note that we do not accept links to resumes. All application materials must be uploaded as attachments. 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.

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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.

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 on the SAME Program visit their Website at: <https://nj.gov/csc/same/overview/index.shtml>, email: 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: <https://nj.gov/labor/lwdhome/njfirst/NJFirst.html>.

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 Advisory Service (EAS)

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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