



**VACANCY ANNOUNCEMENT**

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| <b>POSTING #:</b><br>2025-08  | <b>ISSUE DATE:</b><br>4/21/2025           | <b>CLOSING DATE EXTENDED:</b><br>5/23/2025 |
| <b>TITLE:</b> Program Associate, Student Assistance (Accounts Receivable) | <b>TITLE CODE:</b> 80312                  | <b>RANGE:</b> P22                          |
| <b>UNIT:</b> Finance  | <b>AVAILABLE VACANCIES:</b> 1             |  |
| <b>LOCATION:</b> Quakerbridge Plaza, Trenton, NJ                          | <b>SALARY RANGE:</b> \$65,036 to \$92,158 |  |

**JOB DESCRIPTION:**

Under the general direction of the Assistant Director Finance, Student Loan Program in the Finance Unit in the Higher Education Student Assistance Authority (HESAA), the Program Associate, Student Assistance (Accounts Receivable) is responsible for the effective administration, implementation and execution of the payment application process to enhance timely and accurate payment postings and accounting transactions. This position will supervise daily operations.

The role will also support the implementation of the Oracle-based Collections, Loan Accounting and Servicing System (CLASS), and ensure that systems, processes, and records meet financial, operational, and compliance standards.

**Key Responsibilities:**

- Coordinates staff activities during the transition from legacy systems to the CLASS platform; trains staff on CLASS functionalities and ensures operational continuity.
- Analyzes payment discrepancies, reversals, and small balance write-offs; collaborates with Customer Care and IT units to resolve issues and verify borrower account activity.
- Supervises processing of NJCLASS borrower payments and supports complex student loan transactions, including NJCLASS consolidation and refinancing, defaulted accounts, and SOIL refunds.
- Participates in ad hoc projects in the student loan finance area.
- Assists in the coordination and ongoing development of written procedures and reports to support administrative and financial operations, including recommendations for improved processing and reporting workflows.
- Prepares official correspondence and reports related to payment applications, account reconciliations, and system implementation.
- Directs the establishment and maintenance of essential records, reports, and files related to the student loan payment lifecycle, ensuring audit-readiness and regulatory compliance.
- Performs other duties as assigned.

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

## **POSITION REQUIREMENTS:**

### **Education:**

- Graduation from an accredited college or university with a Bachelor's degree in Business, Finance, Accounting or a 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:**

- Two (2) years of experience in performing administrative functions in student financial assistance or accounts payable.
- Extensive hands-on experience in the payment application processes.

### **Knowledge and Abilities:**

- Ability to supervise day-to-day financial operations and apply established accounting principles to payment processing and reconciliation tasks.
- Ability to interpret and develop written procedures, financial reports, and system documentation.
- Strong understanding of student loan systems, including legacy mainframe servicing systems and Oracle-based solutions.
- Ability to prepare official reports for internal and external stakeholders.
- Proficiency in establishing and maintaining records, reports, and financial files in accordance with applicable regulations.
- Ability to learn to utilize various types of electronic and/or manual recording and information systems used by the agency.
- Strong attention to detail, accuracy, and ability to prioritize and manage tasks in a high-volume, deadline-driven environment.
- Effective communication skills and ability to work independently or as part of a team.

## **APPLICATION PROCESS:**

Interested candidates must e-mail [careers@hesaa.org](mailto:careers@hesaa.org) with reference to **Job Posting #2025-08** 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:**

**Remote Work Eligibility:** This position may be eligible for up to two remote workdays per calendar week after completing a four (4) month in-office working period following the start date.

**SAME Applicants:** If applying under the NJ "SAME" program, you must submit supporting documents (Schedule A or B letter), along with your cover letter and resume by the closing date indicated above. For more information,

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visit the [SAME Program Website](#), email Civil Service Commission (CSC) at: [CSC-SAME@csc.nj.gov](mailto:CSC-SAME@csc.nj.gov), or call CSC at (609) 292-4144, option 3

**Foreign Degrees:** Degrees and 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 Requirement:** Under 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 currently live in New Jersey, you have one year from your employment start date to relocate or secure to New Jersey, or secure an exemption. For more information, please visit: [Civil Service Commission | NJ First Act](#)

**Work Authorization:** Applicants must possess acceptable work authorization in accordance with United States Citizenship and Immigration Services (USCIS) and Department of Homeland Security (DHS) regulations. HESAA does not sponsor work status or accept student visas, including F1 or H1B work authorization visas.

**Driver’s License Requirement:** A valid New Jersey driver’s license is required only if the operation of a vehicle, rather than employee mobility, is necessary to perform essential duties of the position.

**Background Check:** All newly hired employees must agree to undergo a comprehensive background check.

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