



VACANCY ANNOUNCEMENT

POSTING #: 2025-09	ISSUE DATE: 4/21/2025	CLOSING DATE EXTENDED: 5/23/2025
TITLE: Student Financial Aid Administrator II (Accounts Analyst)	TITLE CODE: 80176	RANGE: P18
UNIT: Finance	AVAILABLE VACANCIES: 3	
LOCATION: Quakerbridge Plaza, Trenton, NJ	SALARY RANGE: \$54,351 to \$76,649	

JOB DESCRIPTION:

Under the general direction of a supervisory official within the Finance Unit at the Higher Education Student Assistance Authority (HESAA), the Accounts Analyst is responsible for executing essential payment application processes within both the Authority's legacy mainframe loan servicing system and the Oracle-based Collections, Loan Accounting and Servicing System (CLASS).

Key Responsibilities:

- Monitor the collections mailbox.
- Execute HESAA's supplemental student loan program (NJCLASS) daily deposit process.
- Reconcile checks and payments.
- Assist in evaluating the functionality and accuracy of the CLASS system during implementation.
- Monitor daily transactions for NJCLASS borrower payments received through the Trustee lockbox.
- Process payment reversals, routine payments, and corrections for rejected transactions.
- Analyze daily deposits and supporting documentation to ensure accurate application of payments to borrower accounts.
- Issue and record refunds for borrower overpayments and process small balances write-offs when appropriate.
- Collaborate with the Customer Care Solution Unit to review and analyze account payment histories and verify borrower account activity, as needed.
- Performs other duties as assigned.

POSITION REQUIREMENTS:

Education:

- Graduation from an accredited college or university with a Bachelor's degree in Business, Finance, Accounting or a related field.

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

- 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:

- One (1) year of hands-on experience with daily customer payment processing within the past three (3) years is required.
- Applied knowledge of accurate account reconciliations, entry verification, deletions, and adjustments in accounts receivable transactions.
- Proficiency with Microsoft Office applications is required.

Knowledge and Abilities:

- Knowledge of financial operations, payment processing, and general accounting fundamentals is a plus.
- Familiarity with loan servicing systems and data entry protocols.
- Strong mathematical accuracy and attention to detail, with the ability to maintain the integrity of financial records are essential.
- Ability to prioritize and manage multiple tasks and deadlines effectively.
- Ability to work independently and collaboratively in a fast-paced, high-volume environment.
- Strong analytical, problem-solving and decision-making skills.
- Ability to interpret and apply policies, procedures, and system requirements.
- Ability to communicate effectively, both orally and in writing, with internal units and external stakeholders.
- Ability to adapt to new technologies and support the implementation of system enhancements.

APPLICATION PROCESS:

Interested candidates must e-mail careers@hesaa.org with reference to **Job Posting # 2025-09** 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.

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 the [SAME Program Website](#), 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.

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

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 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.

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