



HIGHER EDUCATION STUDENT ASSISTANCE AUTHORITY

VACANCY ANNOUNCEMENT

POSTING #:	ISSUE DATE:	CLOSING DATE EXTENDED:
2025-10	4/15/2025	1/30/2026
TITLE: Program Associate, Student Assistance	TITLE CODE: 80312	RANGE: P22
UNIT: Grants & Scholarships	AVAILABLE VACANCIES: 1	
LOCATION: Quakerbridge Plaza, Trenton, NJ	SALARY RANGE: \$67,312.27 - \$98,503.27	

JOB DESCRIPTION:

Under the general direction of the Associate Director, Grants & Scholarships or other supervisory officer in the Higher Education Student Assistance Authority, the Program Associate, Student Assistance, is responsible for the effective administration, implementation and execution of procedures, and the NJFAMS system, to ensure timely and accurate delivery of state grant programs. The position requires alignment of policies and procedures with operational processes, as well as technical expertise in managing and improving system functionality and workflows.

Key Responsibilities:

- Serve as a program lead and primary point of contact for state aid verification policy, procedure within the Grants & Scholarships verification unit.
- Review tax returns, applicable schedules, business returns and other state aid forms to ensure accurate completion of state aid files.
- Provide guidance to the verification unit on procedural inquiries, and recommends corrective action when necessary.
- Delegate workload to verification staff during peak processing times.
- Respond to inquiries and emails to internal staff, other HESAA units, and external customers.
- Run weekly processing and “clean up” reports; provide daily workload updates, and make recommendations to immediate supervisor regarding process improvements and for staff training needs (biannual or as needed).
- Utilize NJFAMS and recommend system or procedural improvements related to the overall verification process, notifications, and workflow enhancements.
- Maintain comprehensive knowledge of all HESAA need-based and scholarship programs and understand how verification aligns with all HESAA programs and NJFAMS certification and payment processes.
- Co-facilitate trainings for Grants staff on state aid processing topics, including dependency overrides, professional judgement, veteran status, reevaluations, and residency requirements.
- Remains current with changes in Federal Aid policy and regulations, including updates to federal tax return forms and schedules, and analyze their impact on state aid policy.

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- Serve as the primary liaison to external partners, including Foster and Adoptive Family Services (Embrella), for students' state aid cases.
- Participate in HESAA University training sessions, annual policy and procedure manual reviews, and other committees as requested.
- Performs other duties as assigned.

POSITION REQUIREMENTS:

Education:

- Graduation from an accredited college or university with a Bachelor's degree in 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: Two (2) years of experience in State student financial aid administration. Knowledge of federal student aid programs, regulations, and the NJFAMS system is a plus.

Knowledge and Abilities:

- Working knowledge of student financial aid programs, especially need-based grants and scholarship eligibility
- Ability to interpret and apply state and federal regulations to financial aid decisions
- Experience developing or applying internal policies and procedures
- Ability to identify and recommend process improvements
- Strong written and verbal communication skills
- Ability to handle confidential student data with discretion and professionalism
- Ability to work both independently and collaboratively

APPLICATION PROCESS:

Interested candidates must e-mail careers@hesaa.org with reference to Job Posting #2025-10 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.

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

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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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