VACANCY ANNOUNCEMENT

POSTING: 2026-17	**ISSUE DATE:** 10/26/2026	**CLOSING DATE:** Until filled
TITLE: Associate Manager, Office of Student Assistance (Director, Human Resources)	**TITLE CODE:** 80198	**RANGE:** MD32
UNIT: Human Resources	**AVAILABLE VACANCIES:** 1	
LOCATION: Quakerbridge Plaza, Trenton, NJ	**SALARY RANGE:** $155,000 - $165,000	

JOB DESCRIPTION:

Under the direction of the Chief of Staff, the Director of Human Resources provides leadership, oversight, and operational direction for all human resources functions within the New Jersey Higher Education Student Assistance Authority (HESAA). The Director ensures that the Authority's human resources policies, programs, and practices support organizational effectiveness, workforce development, and compliance with applicable laws, including New Jersey Civil Service regulations.

The Director serves as the Authority's principal advisor on human resources administration and advises executive leadership on personnel management, labor relations, workforce planning, and organizational development. The role is responsible for aligning human resources operations with statewide policies and the Authority's strategic and operational objectives.

Key Responsibilities:

- Manages the day-to-day operations of the Human Resources function while establishing strategic direction for workforce planning, employee relations, labor relations, and personnel administration.
- Oversees the development, implementation, and administration of human resources policies, programs, and procedures to ensure compliance with Civil Service regulations and applicable laws.
- Provides strategic consultation to executive leadership on personnel matters, organizational structure, and workforce strategy.
- Directs and oversees all human resources functions, including recruitment, classification, compensation, benefits coordination, employee relations, labor relations, and personnel transactions.
- Ensures proper administration of personnel actions, including appointments, promotions, reclassifications, disciplinary actions, and separations, in accordance with applicable laws and regulations.
- Serves as the primary liaison with the New Jersey Civil Service Commission, the Office of Employee Relations, and other State oversight entities on matters related to classification, examinations, recruitment, labor relations, disciplinary actions, and personnel policy administration.
- Ensures compliance with Title 4A of the New Jersey Administrative Code, collective bargaining agreements, and applicable employment laws.
- Provides authoritative interpretation of personnel policies, Civil Service rules, and employment laws to management and staff.
- Provides leadership and oversight of employee relations and labor relations activities, including workplace investigations, grievance administration, disciplinary actions, and interpretation of collective bargaining agreements.
- Identifies and mitigates workforce-related risks through policy development, training, and proactive management practices.
- Plans, organizes, and directs the work of Human Resources staff, including assigning work, establishing priorities, evaluating performance, and supporting professional development.
- Promotes a culture of professionalism, accountability, and continuous improvement within the HR function.
- Leads workforce planning initiatives, including succession planning, organizational design, and workforce restructuring efforts to support the Authority's operational and long-term strategic needs.
- Participates in executive-level discussions and contributes to organizational policy, governance, and strategic planning initiatives.
- Oversees the administration of employee leave programs, including FMLA, NJFLA, ADA accommodations, and other applicable programs.
- Oversees employee training and professional development initiatives to support workforce capability and leadership development.
- Ensures accurate maintenance of personnel records and workforce data and prepares reports to support executive decision-making.
- Maintains strict confidentiality and exercises sound judgment in handling sensitive personnel matters.
- Performs other duties and special projects as assigned by executive leadership.

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 Human Resources Management, Business Administration, Public Administration, Labor Relations, Organizational Management, Industrial/Organizational Psychology, or a closely related field. A master's degree is preferred.

Required Experience:

- Ten (10) years of professional experience in human resources administration or management, including experience in employee relations, labor relations, policy development, workforce planning, recruitment, classification, compensation, or benefits administration.
- At least five (5) years must have included supervisory or managerial responsibility for human resources staff and the administration of multiple human resources functions.
- At least five (5) years of professional human resources experience within a New Jersey State, county, municipal, or other public agency operating under New Jersey Civil Service rules and regulations, including direct responsibility for administering personnel actions and applying Civil Service requirements.
- Experience in labor relations, including grievance administration, and collective bargaining agreement interpretation in a unionized environment preferred.
- Experience overseeing employee relations investigations and disciplinary processes preferred.
- Experience advising executive leadership on workforce planning, organizational structure, or personnel administration preferred.
- Professional certification such as SHRM-CP, SHRM-SCP, PHR, or SPHR preferred.

Knowledge and Abilities:

- Thorough knowledge of New Jersey Civil Service rules and regulations, including classification, compensation, personnel transactions, collective bargaining agreements, employee relations, and grievance procedures.
- Knowledge of classification, compensation, and recruitment processes.
- Ability to interpret and apply Civil Service regulations, personnel policies, and collective bargaining agreements.
- Ability to lead and manage multiple human resources functions and initiatives.
- Ability to analyze complex personnel issues and develop effective solutions.
- Ability to communicate effectively, both verbally and in writing, with employees, union representatives, management, and external stakeholders.
- Ability to manage sensitive and confidential information with sound judgment.
- Ability to establish and maintain effective working relationships across all levels of the organization, and with external stakeholders.
- Ability to lead organizational change and support workforce transformation efforts.

APPLICATION PROCESS:

Interested candidates must submit a cover letter and resume via email to careers@hesaa.org, referencing **Job Posting #2026-17** in the e-mail subject line. Applicants applying for multiple positions must submit separate applications for each Vacancy Announcement and include the corresponding Job Posting Number in the subject line.

IMPORTANT NOTES:

SPECIAL NOTE: This position may be eligible for remote work up to two (2) days per week following completion of a four (4) month working test period.

SAME APPLICANTS: If applying under the NJ "SAME" program, supporting documentation (Schedule A or B letter) must be submitted with your resume by the closing date indicated above. For more information, 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 institutions outside of the United States must be evaluated for equivalency by a recognized credential evaluation service at the applicant's expense. The evaluation must be submitted with the application. Failure to provide this documentation may result in an ineligibility determination.

Residency: In accordance with N.J.S.A. 52:14-7 (New Jersey First Act), all new employees must reside in the State of New Jersey, unless exempted by law. Employees have one (1) year from the date of hire to establish residency or obtain an exemption. For more information, please visit: Civil Service Commission | NJ First Act.

Work Authorization: Applicants must be authorized to work in the United States in accordance with United States Citizenship and Immigration Services and Department of Homeland Security regulations. HESAA does not sponsor employment visas, accept student visas, or F1 or H1B work authorization visas.

License: A valid New Jersey driver's license may be required if the operation of a vehicle is necessary to perform the essential duties of the position.

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Background Check: All newly hired employees are subject 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 comprehensive benefits package, including:

Health and Wellness

- Health, Dental and Prescription Plans
- 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
- Learning and Development Opportunities

*Subject to agency policy, procedures and guidelines.

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