

**NOTICE OF VACANCY**  
**State of New Jersey**  
**Higher Education Student Assistance Authority**  
**Quakerbridge Plaza**  
**Trenton, NJ 08625**

**NOTE: EXTENDED CLOSING DATE**  
**(If you already applied for this position you do not need to reapply)**

**ISSUE DATE:** September 6, 2022      **CLOSING DATE FOR ACCEPTING RESUMES:** October 31, 2022

**TITLE:**            Program Officer, Student Assistance - Originations (Unclassified)

**SALARY:**        \$66,479 to \$94,376 (R-24)

**LOCATION:** Higher Education Student Assistance Authority  
Quakerbridge Plaza  
Trenton, NJ 08625

**DESCRIPTION:**

Under the general direction of a supervisory official in the Office of Student Loans within the New Jersey Higher Education Student Assistance Authority (HESAA), is responsible for overseeing the day-to-day operations of the New Jersey College Loans to Assist State Students (NJCLASS) Originations unit.

Depending on processing needs, the individual in this role is responsible for completing NJCLASS credit reviews and arriving at a credit decision. This individual analyzes financial data related to loan requests, and evaluates loan documents to ensure accuracy and completeness. The Program Officer in the Originations unit performs risk assessments on potential loan recipients based on credit rating, borrowing history and other specific risk factors to determine if applicants meet creditworthiness standards and NJCLASS program guidelines. This individual assists with technical underwriting issues and questions as well as reviews loan documentation to identify signs of fraudulent activity.

The Program Officer in the Originations unit will assist the unit project manager, including preparing requirements, testing plans, and testing web products for functionality and usability. This individual will also assist with the annual process to issue HESAA's student loan revenue bonds, as well as making fund number changes and other related duties after the bond transaction closes each year.

This individual acts as liaison with participating institutions of higher education regarding all on-line functionality and EFT processes, and reviews NJCLASS policies, procedures and requirements to improve schools' compliance and to provide follow up training as necessary.

Oversees the annual audit process including file preparation and review. Develops training materials and presents training on relevant procedures to staff Authority-wide as needed.

Communicates regularly with applicants, schools, and HESAA's bond trustee. Researches and resolves processing problems and escalated customer service issues, including referrals and inquiries from the offices of the Governor and legislators.

This individual is also responsible for assisting with the update and maintenance of the unit's Policy and Procedure Manuals, and the preparation of managerial reports (both scheduled and ad-hoc).

In the absence of the program associate and as business needs require, receives and reviews all daily production output and reports, assigns work to the department staff, and assists the NJCLASS Originations unit with daily processing as needed, which includes but is not limited to adding manual loans, loan changes/adjustments, and providing pursuit/correspondence language for auto update. Responsible for reviewing school participation eligibility. Adds, merges, updates, and consolidates institutional records according to documentation received from business partners and also delegates this work appropriately to staff. Completes technical updates and helps maintain and troubleshoot any issues with school certification files, disbursement files, posting files, and other automated processes as needed. The Program Officer will also assist with problem reporting, service requests and resolving production issues.

This role may be eligible for the Telework Pilot Program (July 1, 2022 through June 30, 2023) consisting of up to two (2) days per calendar week after completing a four (4) month working test period following start date.

### **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.

**Experience:** Three years of loan underwriting experience within the past five years is required. Applied knowledge of underwriting fundamentals and standard industry practices. Knowledge of federal, state and local regulatory requirements. Two years of experience in student financial aid program management and/or data analysis and compilation is a plus. Must be detailed oriented and able to work independently. Excellent communication (both written and oral) and customer service skills a must. Proficient problem resolution capabilities, strong decision-making skills, ability to maintain confidentiality and ability to organize workload and manage multiple priorities are essential to this position.

**Residency Requirement:** Pursuant to N.J.S.A. 52:14-7 (L. 2011, Chapter 70), also known as the "New Jersey First Act," which became effective September 1, 2011, all persons newly hired by the Executive Branch on or after that date shall have one year from the date of employment to establish, and then maintain, principal residence in the State of New Jersey.

**INTERESTED CANDIDATES SHOULD EMAIL A COVER LETTER (REFERRING TO POSITION TITLE) AND RESUME TO [HR@HESAA.ORG](mailto:HR@HESAA.ORG)**