

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: Student Financial Aid Administrator 2 - Compliance (Unclassified)
 2 Positions

SALARY: \$50,737 to \$71,553 (P-18)

LOCATION: Higher Education Student Assistance Authority (HESAA)
 Quakerbridge Plaza
 Trenton, NJ 08625

DESCRIPTION:

Under the general direction of the Chief Compliance Officer, or other supervisory officer at the Higher Education Student Assistance Authority (HESAA), has general responsibility for safeguarding the integrity of HESAA's student financial aid grant and loan programs, including New Jersey College Loans to Assist State Students (NJCLASS).

Duties include reviewing incoming customer inquiries to HESAA and evaluating the quality of staff performance in adhering to HESAA policies and procedures; identifying trends and making recommendations for quality improvement; generating and maintaining coaching documentation as needed. Responsible for coordination and facilitation of calibration sessions with supervisory staff. Develops and maintains thorough knowledge and understanding of HESAA products.

Makes recommendations for improvements in work processes or administrative practices as necessary to achieve overall unit success. Composes reports necessary for intended audience. Participates in meetings with internal and external partners.

Individuals in this role participate in design of call monitoring formats and quality standards; and use quality monitoring data management system to compile and track performance at team and individual level.

Monitors customer care email responses, and participates in customer and client listening programs to identify customer needs and expectations.

Provides actionable data to various internal support groups as needed.

Coordinates and facilitates call calibration sessions for Customer Contact Center staff. Provides feedback to Customer Contact Center team leaders and managers.

Prepares and analyzes internal and external quality reports for management staff review.

Performs other duties as assigned.

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. Applicants who do not possess the required education may substitute experience as indicated on a year-for year-basis.

Experience: Two years of call center customer care experience, preferably in a technical environment. One year of experience in student financial aid program management and/or quality assurance call center operations. The position requires the following: strong attention to detail and exceptional listening and analytical skills. Excellent communication skills, both written and verbal. Excellent organizational skills and ability to handle multiple tasks under deadlines. Strong knowledge of customer care processes and techniques. Demonstrated ability to work well in a team environment. Ability to communicate with discretion, professionalism, and confidentiality.

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