

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)

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

TITLE: Student Financial Aid Administrator 2 – Outreach & Communications
 (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 a supervisory officer in the Outreach & Communications unit of the New Jersey Higher Education Student Assistance Authority (HESAA), this role has general responsibility for representing HESAA and expanding its reach to the public in order to educate New Jersey residents about HESAA's products and services that provide access to and improve the affordability of postsecondary education. The employee in this position provides materials and resources to public stakeholders, including educators, employers, and community-based organizations, and deliver financial aid presentations (in person and virtual) to explain and raise awareness about all aspects of postsecondary aid and financing options.

The position is responsible for scheduling and delivering presentations, following up with individuals and groups to respond to questions, and analyzing the outcomes of each presentation (e.g., number of individuals in attendance, financial aid applications completed, number and types of questions asked, etc.). This position will also assist the Outreach & Communications unit with the annual School Counselor Training series hosted throughout the state of New Jersey. May support the Outreach & Communications unit's production of financial literacy videos by participating as needed.

Required to perform extensive travel throughout the state and must be able to maintain flexible work hours, with occasional evening and weekend responsibilities. Business travel is reimbursed under State policy.

Employees in 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 Communications, Marketing, Public Relations, or other related field. Applicants who do not possess the required education may substitute experience as indicated on a year-for year-basis.

Experience: One year of communications experience within the past 5 years is required. The position requires applied knowledge of customer service and the ability to learn federal and state regulatory requirements and explain them to others. Must be detail oriented and able to work independently. Excellent communication (both written and oral) and customer service skills are required, including strong presentation skills. 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. One year of experience in student financial aid program operations, and/or data analysis and compilation, is desirable but not required.

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