

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

**ISSUE DATE:** September 29, 2022      **CLOSING DATE FOR ACCEPTING RESUMES:** October 31, 2022

**TITLE:** Student Financial Aid Administrator 2 – Compliance, Ethics, Ombudsman  
(Unclassified)

**SALARY:** \$50,737.29 - \$71,553.48 (P18)

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

**DESCRIPTION:**

Under the supervision of the Chief Compliance Officer of the New Jersey Higher Education Student Assistance Authority (HESAA), is responsible for assisting in the planning and tactical execution of Financial, Operational, and Compliance Audit projects in the Grants & Scholarships and Student Loan units, and also providing research and administrative support.

Conducts basic legal research and general research for business initiatives across multiple departments within HESAA. Monitors and reviews new and updated State and Federal laws and regulations. Performs ad hoc analysis as needed for compliance-related tasks and programs.

Interprets and responds to, in accordance with the New Jersey Open Public Records Act, requests for information. Under the direction of the Chief Compliance Officer, prepares and submits responses to regulatory inquiries, investigations, and complaints.

Establishes operational strategies and planning to improve service quality and customer experience, including facilitating staff training to enhance skills and competencies.

Compiles work volume statistics to account for and monitor customer service metrics, and conducts analysis of these trends to provide actionable management information needed to recruit, train, and manage personnel, including development of training materials, process manuals, scripts, policies, procedures, and evaluation/call monitoring score sheets for quality assurance.

Develops customer call monitoring program to promote quality assurance and customer service by using metrics to review and score calls for performance, efficiency, accuracy, and effectiveness. Assists Authority personnel with development of quality control test scripts; conducts secondary quality assurance review of testing; conducts independent monitoring of selected controls to provide validation of control efficacy; and produces both regular and special reports for management.

Interacts with customers through various forms of communication, including regular inbound and outbound phone calls, and assists customer contact representatives with triaging customer inquiries and escalations.

Serves as point of contact for complex and escalated customer account issues or problems to assist front-line customer contact staff, including, at times, directly responding to escalated calls from customers; shares learnings with other team members. Responds to escalations and inquiries from customers, the Governor's office, legislators's offices, and regulatory agencies.

Serves as the HESAA primary user for Consumer Financial Protection Bureau (CFPB) Portal; conducts daily review of open complaints and coordinates with internal HESAA departments to ensure timely response.

Assists in conducting comprehensive investigations responding to borrower requests for Administrative Review, Closed School Discharges, False Certification Discharges, Unpaid Refunds, Ombudsman Inquiries, FMS Offset Appeals, and Fraud and Forgery Claims. Investigations will include using a variety of internal and external tools to analyze and identify fraudulent transactions. Coordinates with internal departments on proposed decisions and action to be taken as a result of any fraud investigation and communicate fraud analysis findings to Chief Compliance Officer.

Facilitates periodic reviews of record retention schedules for compliance with applicable laws. Recommends updates to policies and procedures regarding the retention, storage, and destruction of records.

Oversees database management for accurate and complete record of all control documents; compliance reference and resource materials; legal documents; and contractual documents.

Assists in maintaining and updating HESAA policies, procedures, guidelines, training materials and related communications in a policy & procedure database. Prepares standard letters and reports.

Supports business ethics and data privacy compliance programs.

Maintains effective working relationships across internal and external departments, works independently or with a team, thinks critically to solve problems, has the intuition to act preemptively, and has an upbeat, positive outlook.

Performs other duties as assigned, including taking the lead on various Authority-wide projects.

#### **REQUIREMENTS:**

The following are required:

- Knowledge and experience with banking regulations and compliance experience
- Ability to thrive in a fast-paced challenging client focused environment where priorities and scope may change quickly
- Strong presentation, facilitation, verbal and written communication skills, tailoring communications to both customers and coworkers
- Creative problem-solving ability and a collaborative mindset
- Ability to coordinate workflow and assign and monitor daily activities of staff
- Ability to provide feedback and recommendations to management on staffing, production, and budgetary needs

Knowledge and experience with one or more of the following areas is preferred:

- Change management
- Operational improvement and effectiveness
- Technology strategy, governance and effectiveness
- Business architecture and operating models
- Business process improvement
- Knowledge of state and federal rules and regulations for student loan programs particularly as they apply to delinquent and defaulted accounts and student loan industry servicing and/or originations systems
- Call center operations including but not limited to technology, quality assurance, and training.
- Ability to handle difficult customer interactions and guide front-line customer contact representatives through calls or 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.

**Education:** Graduation from an accredited college or university with a Bachelor's degree. Paralegal certification is preferred. Applicants who do not possess the required education may substitute experience as indicated on a year-for year-basis

**Experience:** One year of relevant work experience in student financial aid administration and/or data analysis and compilation. Preference will be given for experience as a paralegal or in a compliance-related role at a finance company or governmental organization. The ideal candidate will have a strong working knowledge of legal terminology, concepts, and research parameters with the ability to think critically and analytically to solve problems. Must be able to quickly analyze multiple data points to make quality decisions that impact customers. Must have strong verbal and written communication skills with attention to detail, accuracy, and discretion. Must be able to prioritize and organize varied workloads.

**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)**