

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

**AMENDED CLOSING DATE**

**ISSUE DATE:** March 29, 2019      **CLOSING DATE FOR**  
**ACCEPTING RESUMES:** April 26, 2019

**TITLE:** Associate Director, Servicing and Collections (Unclassified)

**SALARY:** \$90,000 – \$97,000

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

**DESCRIPTION:**

Under the direction of the Director of Student Loans, the Associate Director of Servicing and Collections at the New Jersey Higher Education Student Assistance Authority (HESAA) is responsible for overseeing the management and operations of student loan servicing and collections, including HESAA's internal servicing and collection call center. The Associate Director is responsible for the administrative processes of the servicing and collection team which services loans from both the NJCLASS and Federal Family Education Loan (FFELP) programs. As a leader in the Loans Division, the Associate Director will support the Director in all areas of loan operations including effective and efficient execution of mission-critical, complex financial transactions. This position requires in-depth knowledge of managing operations; the ability to manage, train, and motivate employees; and a working knowledge of high volume financial operations, processes, and procedures, including corresponding compliance requirements.

The Associate Director will work across HESAA in conjunction with other major units to include finance, compliance, legal, information systems, and human resources. Through such collaborations, the Associate Director will drive entrepreneurial thinking that fosters and strengthens cross-agency strategies to meet business needs and improve overall performance.

**GENERAL DUTIES & EXPECTATIONS:**

Manage the day-to-day delivery of customer service. Coordinate and evaluate staff productivity and ensure alignment with the overall objectives of the Servicing and Collections Unit. Coordinate workflow, assign and monitor daily activities of staff. Provide feedback and recommendations to senior management on staffing, production, and budgetary needs.

Establish operational strategies, develop plans, and implement continuous improvement programs to enhance personnel skills and competencies and measurably increase service quality and customer experience including tracking employee job performance, onboarding, training, attendance, and professional development.

Compile and review call center data and other work volume statistics to monitor the customer experience and for accounting purposes. Track records of customer service metrics to promote quality assurance and facilitate allocation of resources to recruit, train, and manage personnel, including development of training materials, process manuals, scripts, policies, procedures, and evaluation/call monitoring score sheets.

Respond to inquiries from customers and third-party external stakeholders regarding the servicing and collection of loans.

**REQUIREMENTS:**

- Bachelor's Degree from an accredited college or university
- 5-10 years of experience in staff management
- Strong skills in presentation, facilitation, verbal and written communication, with the ability to tailor communications to diverse audiences of clients, coworkers, and external stakeholders
- Creative problem-solving ability and a collaborative, entrepreneurial mindset
- Experience in change management and improving operational effectiveness

**PREFERRED:**

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

- Technology strategy, governance and effectiveness
- Workflow management and/or Call Center operations
- Knowledge of performance tracking and evaluation of customer service metrics
- Banking regulations and compliance
- Business architecture and operating models
- State and federal rules and regulations applicable to student loan programs, especially for delinquent and defaulted accounts
- Bilingual written and verbal fluency
- Diversity and Inclusion training and initiatives

**Residency Requirement:** Pursuant to N.J.S.A. 52:14-7 (P.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 [pmaske@hesaa.org](mailto:pmaske@hesaa.org)**