

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

ISSUE DATE: November 8, 2021 **CLOSING DATE FOR**
ACCEPTING RESUMES: December 3, 2021

TITLE: Assistant Director, Customer Contact Center
Servicing and Collections (Unclassified)

SALARY: \$76,748.04 – \$109,368.45 (&28)

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

DESCRIPTION:

Under the general supervision of the Associate Director, Student Servicing and Support. Directly responsible for managing the call center operations and performance.

Duties will include managing the call center operations which includes supervising staff, planning work schedules, determining work priorities, and coordinating activities.

Participate in the development of operational goals, policies and procedures including staff and team performance standards. Evaluate staff and team performance in accordance with established goals. Evaluate and recommend improvements in work processes or administrative practices as necessary to achieve overall unit success. Direct and coordinate work with other agency teams.

Provide timely responses related to customer inquiries. Determine appropriate recommendations for customers. Compose correspondence and reports necessary for intended audience. Mentor and coach call center staff and team members while providing direction and feedback. Recommend appropriate training for staff and team members.

REQUIREMENTS:

Education: Graduation from an accredited college with a Bachelor's degree.

Experience: Four (4) years of professional experience with emphasis in call center management. Strong communication and organizational skills are required. Candidate should be PC literate and knowledgeable about call center operations, familiarity with Microsoft products (i.e. Word, Excel, and PowerPoint). Two (2) years of supervisory experience required.

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.

NOTE: This posting may result in personnel actions which will require final approval by HESAA and the Civil Service Commission.

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