

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: Student Financial Aid Administrator 2 - Compliance
(Unclassified)

SALARY: \$48,767.10- \$68,775.00 (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.

Serves as HESAA primary user for Postsecondary Education Participants System (PEPS) to assist HESAA staff on issues of school/lender eligibility, participation and contact; provides information on schools' eligibility for participation in Grants & Scholarship and Loan programs.

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 internal Compliance policies, procedures, guidelines, training materials and related communications. Prepares standard letters and reports.

Supports business ethics and data privacy compliance programs.

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

Maintains effective working relationships across internal and external departments.

Performs other duties as assigned.

REQUIREMENTS:

Education: Graduation from an accredited college or university with a Bachelor's degree. Paralegal certification is preferred.

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.

Note: Applicants who do not possess the required education may substitute additional experience as indicated below on a year-to-year basis with thirty (30) semester hour credits being equal to one (1) year of experience.

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.

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