



VACANCY ANNOUNCEMENT

POSTING #: 2025-23	ISSUE DATE: 5/2/2025	CLOSING DATE: 5/30/2025
TITLE: Program Officer, Student Assistance (Outreach Officer)	TITLE CODE: 80204	RANGE: R24
UNIT: Outreach & Communications	AVAILABLE VACANCIES: 1	
LOCATION: Quakerbridge Plaza, Trenton, NJ	SALARY RANGE: \$71,214 to \$101,098	

JOB DESCRIPTION:

Under the general direction of a supervisory officer in the Outreach & Communications unit of the New Jersey Higher Education Student Assistance Authority (HESAA), the Program Officer plays a vital role in strengthening relationships with institutional partners and promoting awareness of HESAA’s financial aid programs. The individual in this position serves as the primary point of contact for approximately half of the State’s institutions of higher education, and supports outreach, training, and technical assistance efforts across the state.

Key Responsibilities:

- Serve as a liaison to Financial Aid Directors and Officers across all sectors of New Jersey colleges and universities.
- Respond to questions relating to financial aid eligibility, application procedures, program requirements, and financial aid processing.
- Provide technical assistance to colleges and universities for NJFAMS and CLASS portals, including user access support through ELM and Scholar Net.
- Conduct training sessions onsite at campuses or virtually, through small group discussions or broader statewide workshops such as HESAA University training session.
- Coordinate scheduling and logistics of the annual School Counselor Workshop series.
- Manage registration and staff scheduling for conferences and outreach events throughout the year.
- Present to diverse audiences on topics such as financial aid application completion, financial literacy, and State-funded grants and scholarships, and the NJCLASS family loan program.
- Maintain current knowledge of HESAA programs to ensure accurate and timely communication with institutional partners.
- Travel extensively throughout the state; maintain flexible work hours including occasional evening, weekends, and holiday
- Performs other duties as assigned.

The Higher Education Student Assistance Authority is an Equal Opportunity Employer and is committed to inclusive hiring and dedicated to diversity in our staff.

Additional Requirements:

- Must possess a valid New Jersey driver's license.
- Must be available for extensive in-state travel, including some evenings, weekends and holidays.
- Business travel is reimbursed under State policy.

POSITION REQUIREMENTS:

Education:

Graduation from an accredited college or university with a Bachelor's degree in communications, public relations, psychology, sociology or a related field required.

Required Experience:

- Three (3) years of student financial aid experience within the past five (5) years is required, including applied knowledge of grants, scholarships, and student loan processing. Experience presentations and training to diverse audiences is also required.
- Proven track record of developing and implementing time-sensitive outreach campaigns with both targeted and broad messaging.
- Understanding the roles and impact of community, faith-based, and non-profit organizations.
- Ability to identify mission-aligned organizations and develop effective partnerships.
- Strong analytical, written, and presentation skills are required, including proficiency in Microsoft Office products.
- Must be a self-starter.
- Experience with financial literacy and New Jersey student financial aid programs.

APPLICATION PROCESS:

Interested candidates must e-mail careers@hesaa.org with reference to **Job Posting #2025-23** in the e-mail subject line and include a cover letter and resume. If you are applying for multiple positions at HESAA, you must submit separate applications in response to a Vacancy Announcement and reference the individual Job Posting Number in the e-mail subject line.

IMPORTANT NOTES:

SPECIAL NOTE: This position may be eligible to work remotely for up to two days in a calendar week after completing a four (4) month working period following start date.

SAME APPLICANTS: If you are applying under the NJ "SAME" program, your supporting documents (Schedule A or B letter), must be submitted along with your resume by the closing date indicated above. For more information, visit the [SAME Program Website](#), email: CSC-SAME@csc.nj.gov, or call CSC at (609) 292-4144, option 3

Foreign Degrees: Degrees and/or transcripts issued by a college or university outside of the United States must be evaluated for accreditation by a reputable evaluation service at your expense. The evaluation must be included with your application submission. Failure to submit the required evaluation may result in an ineligibility determination.

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Residency: As of September 2010, in accordance with N.J.S.A. 52:14-7, the “New Jersey First Act,” all new employees must reside in the State of New Jersey, unless exempted under the law. If you do not live in New Jersey, you have one year after you begin employment to relocate your residence to New Jersey, or to secure an exemption. For more information, please visit: [Civil Service Commission | NJ First Act](#)

Work Authorization: Applicants must possess acceptable work authorization in the United States in accordance with United States Citizenship and Immigration Services and Department of Homeland Security regulations. HESAA does not provide sponsorship or accept student visas, F1 or H1B work authorization visas.

License: Appointees will be required to possess a driver’s license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform the essential duties of the position.

Background Check: Newly hired employees must agree to a thorough background check.

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