



VACANCY ANNOUNCEMENT

POSTING #: 2025-21	ISSUE DATE: 4/15/2025	CLOSING DATE <u>EXTENDED</u>: 5/30/2025
TITLE: Program Officer, Student Assistance (Student Loan Originations)	TITLE CODE: 80204	RANGE: R24
UNIT: Student Loans	AVAILABLE VACANCIES: 1	
LOCATION: Quakerbridge Plaza, Trenton, NJ	SALARY RANGE: \$ 71,214 to \$101,098	

JOB DESCRIPTION:

Under the general direction of a supervisory official in the Office of Student Loans within the New Jersey Higher Education Student Assistance Authority (HESAA), the Program Officer plays a key role in overseeing the daily operations of the NJCLASS supplemental student loan originations unit, ensuring smooth, efficient workflows that are critical to the success of the unit. In this capacity, the individual will supervise staff and work activities. This person will manage the day-to-day activities within the unit. Additionally, the Program Officer will support the Program Specialist with special projects and testing as needed, while contributing to new initiatives.

Key Responsibilities:

Ensures compliance with program rules and regulations for the NJCLASS supplemental student loan program and other student assistance programs.

Depending on processing needs, completes NJCLASS credit reviews and arrive at a credit decision. Analyze financial data related to student loan requests, and evaluate student loan documents to insure accuracy and completeness. Perform risk assessments on potential student loan recipients based on credit rating, borrowing history and other risk factors to determine creditworthiness and NJCLASS program eligibility guidelines. Perform complex financial analysis using tax forms, pay stubs, and other income sources. Calculate interest accrual at the loan/account level on a periodic basis. Assist with technical underwriting issues and questions, and review student loan documentation to identify signs of fraud.

Assist with problem reporting, service requests and resolving production issues.

Participate in projects as assigned, including preparing written business requirements, testing plans, and testing web products for functionality and usability. Assist with the annual bond process and make fund number changes and other related duties.

Act as liaison with participating schools regarding all online functionality and EFT processes, reviews procedures, processes, and NJCLASS requirements. Provide follow up training as necessary.

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Supervise the maintenance of applicant files, reorganize records for permanent storage under record retention regulations, and ensure timely destruction of records no longer pertinent. Oversee the annual audit process including file preparation and review. Develop training materials and present training on relevant processes to staff agency-wide as needed.

Communicate regularly with applicants, schools and the Trustee. Researches and resolves processing and escalated customer service issues. Respond to applicant appeals when loans are denied and explains decisions in accordance with applicable rules and procedures.

Assist with the update and maintenance of the Unit's Policy and Procedure Manuals, and the preparation of managerial reports (both scheduled and ad-hoc). Develop and prepare planning and evaluation proposals and reports as required.

Prepare general and specialized correspondence to borrowers and institutions in the course of official duties and responsibilities.

As business needs require:

- Receive and review all daily production output and reports, assign work to the department staff, assist NJCLASS originations unit with daily processing as needed, which includes but is not limited to adding manual loans, loan changes /adjustments per change send file, providing pursuit/correspondence language for auto update.
- Review school participation eligibility. Add, merge, update, and consolidate institutional records according to documentation received from business partners, and supervise and train employees involved in these processes.
- Complete technical updates received via common line and help maintain and troubleshoot any issues with school certification files, disbursement files, posting files and other automated processes as needed.

Performs other duties as assigned.

POSITION REQUIREMENTS:

Education:

- Graduation from an accredited college or university with a Bachelor's degree in Business, Finance, Accounting or a related field.
- Applicants who do not possess the required education may substitute experience as indicated on a year-for-year basis. One (1) year of applicable experience considered equivalent to one (1) academic year.

*Note: This substitution applies only to the education requirement. All applicants must **also** meet the minimum required relevant professional experience listed below.*

Required Experience:

- Three (3) years of loan underwriting experience within the past five (5) years is required with applied knowledge of underwriting fundamentals and standard industry practices. Knowledge of federal, state and local regulatory requirements.
- Experience in data analysis, financial documentation review, and program compliance is strongly preferred.
- Four (4) years of experience in student loan program management and/or data analysis and compilation is a plus.
- Must be detailed oriented, analytical, and able to work independently in a fast-paced environment.
- Excellent written and verbal communication and customer service skills a must.

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- Strong problem-solving and decision-making abilities; must be able to prioritize effectively, manage multiple tasks, and maintain confidentiality. ,
- Ability to organize workload and manage multiple priorities are essential.

APPLICATION PROCESS:

Interested candidates must e-mail careers@hesaa.org with reference to **Job Posting #2025-21** 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.

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.

Driver’s 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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