



VACANCY ANNOUNCEMENT

POSTING #: 2025-20	ISSUE DATE: 4/15/2025	CLOSING DATE <u>EXTENDED</u>: 5/30/2025
TITLE: Program Officer, Student Assistance (Student Loan Redemption)	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 for Loan Redemption Programs plays a fundamental role in overseeing program operations, supervising staff, managing staff training and evaluation, coordinating the dissemination of information, and managing application processing.

Key Responsibilities:

- Supervise all aspects of loan redemption program operations, including program administration, compliance, and performance tracking.
- Supervise and train staff, ensuring adherence to program guidelines, policies, and procedures.
- Communicate regularly with applicants, employers, and stakeholders through written correspondence, phone calls, and face-to-face meetings.
- Research and resolve processing issues, applicant concerns, and escalated customer service matters.
- Review educational transcripts, verify professional licensure, and analyze income documentation to determine eligibility for approved applicants.
- Collaborate with the Finance Unit to ensure accepted applications remain within program funding limits and verify applicant payment disbursement schedules.
- Work with the Legal and Government Affairs Unit to ensure compliance with state and federal statutes and program regulations.
- Partner with the Technology team to support system enhancements, troubleshoot operational issues, and ensure loan redemption applications and platforms function effectively.
- Compile responses for all reporting requirements, including but not limited to legislative reports, managerial updates, and 1098E student loan interest deduction reports for all redemption portfolios as required.
- Perform funding reconciliation for each loan redemption program, ensuring accuracy and alignment with financial records.
- Participate in special projects as assigned, including project management, development of written business requirements, testing plans, and system usability testing for applications.

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

- Participate in the development and implementation of new loan redemption programs, including drafting program regulations, applications, brochures, and official correspondence to borrowers and external agencies associated with these programs.
- Manage the application and approval process for federal and state grant-funded loan redemption programs that HESAA chooses to administer.
- 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:

The Authority seeks an individual with:

- Three (3) years of loan operations /program management experience within the past (5) years with applied knowledge of underwriting fundamentals, data analysis, financial documentation review, and program compliance.
- Strong leadership and supervisory skills to effectively manage program operations and staff.
- Experience in program management, policy compliance and process improvement (minimum of 3 years)
- A customer-centric approach, ensuring all processes, documentation, and interactions prioritize clarity, efficiency, and a positive experience for applicants and stakeholders.
- Experience with system implementation, process automation, or workflow optimization with a focus on reducing complexity and improving accessibility.
- Advanced problem-solving and decision-making skills to address processing issues and program challenges.
- Proficiency in data analysis and reporting to track program performance and ensure compliance.
- Experience with financial reconciliation and loan servicing processes (preferred).
- Excellent communication skills (both written and verbal)
- Ability to multitask and manage multiple priorities in a deadline-driven environment.
- High attention to detail and ability to work independently while maintaining confidentiality
- Proficiency in Microsoft Office applications, including Word and Excel (required).

APPLICATION PROCESS:

Interested candidates must e-mail careers@hesaa.org with **Job Posting #2025-20** referenced in the e-mail subject line. Applicants must include a cover letter and resume with their submission. If applying for multiple positions at HESAA, candidates must submit separate applications for each Vacancy Announcement, ensuring that the individual Job Posting Number is included in the subject line of each email.

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IMPORTANT NOTES:

Remote Work Eligibility: This position may be eligible for up to two remote workdays per calendar week after completing a four (4) month in-office working period following the start date.

SAME Applicants: If applying under the NJ “SAME” program, you must submit supporting documents (Schedule A or B letter), along with your cover letter and resume by the closing date indicated above. For more information, visit the [SAME Program Website](#), email Civil Service Commission (CSC) at: CSC-SAME@csc.nj.gov, or call CSC at (609) 292-4144, option 3

Foreign Degrees: Degrees and 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 Requirement: Under 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 currently live in New Jersey, you have one year from your employment start date to relocate or secure to New Jersey, or secure an exemption. For more information, please visit: [Civil Service Commission | NJ First Act](#)

Work Authorization: Applicants must possess acceptable work authorization in accordance with United States Citizenship and Immigration Services (USCIS) and Department of Homeland Security (DHS) regulations. HESAA does not sponsor work status or accept student visas, including F1 or H1B work authorization visas.

Driver’s License Requirement: A valid New Jersey driver’s license is required only if the operation of a vehicle, rather than employee mobility, is necessary to perform essential duties of the position.

Background Check: All newly hired employees must agree to undergo a comprehensive background check.