



VACANCY ANNOUNCEMENT

POSTING #: 2025-22	ISSUE DATE: 4/15/2025	CLOSING DATE EXTENDED: 5/30/2025
TITLE: Student Financial Aid Administrator 2 (Student Loan Analyst II)	TITLE CODE: 80176	RANGE: P18
UNIT: Student Loans	AVAILABLE VACANCIES: 2	
LOCATION: Quakerbridge Plaza, Trenton, NJ	SALARY RANGE: \$54,351 to \$76,647	

JOB DESCRIPTION:

Under the general direction of a supervisory officer in the Office of Student Loans within the Higher Education Student Assistance Authority (HESAA), the Student Financial Aid Administrator 2 (Student Loan Analyst II) has general responsibility for assisting in the compilation, analysis and presentation of complex data, as well as program monitoring, and evaluation. Performs related duties as required.

Key Responsibilities:

- Calculating and processing NJCLASS loan changes.
- Preparing and sending borrower correspondence.
- Downloading and reviewing documents for credit review.
- Preparing student loan files and performing technical updates.
- Making changes for third-party vendors.
- Counseling borrowers via telephone on the loan application process.
- Preparing statistical reports and assisting the supervisor(s) with problem resolution.
- Communicating regularly with applicants, schools and the Trustee.

Depending on processing needs, assist in other general areas of the Student Loan Unit including:

- Performing credit reviews.
- Analyzing financial data related to student loan requests.
- Evaluating student loan documents to insure accuracy and completeness.
- Performing risk assessments based on credit ratings, borrowing history, and other risk factors.

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.

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

- 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:

- One (1) year of loan underwriting experience within the past five (5) years is required.
- Applied knowledge of underwriting fundamentals and standard industry practices.
- Knowledge of federal, state and local regulatory requirements.
- One (1) year of experience in student loan program management, and/or data analysis and compilation is a plus.
- Must be detailed oriented and able to work independently.
- Excellent communication (both written and verbal) and customer service skills a must.
- Demonstrated analytical and problem-solving skills, with strong decision-making ability.
- Proficient in problem resolution, able to organize workload and manage multiple priorities are essential.
- Must maintain a high degree of confidentiality and demonstrate the ability to work both independently and collaboratively in a fast-paced, deadline-driven environment is required.

APPLICATION PROCESS:

Interested candidates must e-mail careers@hesaa.org with **Job Posting #2025-22** 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.

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](#)

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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.

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