



VACANCY ANNOUNCEMENT

POSTING #: 2023 - 16	ISSUE DATE: 6/28/2023	CLOSING DATE: Open Until Filled
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NOTE: If you already applied for this position you do not need to reapply. Extended Closing Date.

TITLE: Student Financial Aid Administrator 2 – Presenter (Unclassified)	TITLE CODE: 80176 RANGE: P18
UNIT: Outreach & Communications Unit	AVAILABLE VACANCIES: 1
LOCATION: Quakerbridge Plaza, Trenton, NJ	SALARY RANGE: \$ 52,513.10 to \$74,057.84

DESCRIPTION:

Under the general direction of a supervisory officer in the Outreach & Communications unit of the New Jersey Higher Education Student Assistance Authority (HESAA), this role has general responsibility for representing HESAA and expanding its reach to the public in order to educate New Jersey residents about HESAA’s products and services that provide access to and improve the affordability of postsecondary education. The employee in this position provides materials and resources to public stakeholders, including educators, employers, and community-based organizations, and delivers financial aid presentations (in person and virtual) to explain and raise awareness about all aspects of postsecondary aid and financing options.

The position is responsible for scheduling and delivering presentations, following up with individuals and groups to respond to questions, and analyzing the outcomes of each presentation (e.g., number of individuals in attendance, financial aid applications completed, number and types of questions asked, etc.). This position will also assist the Outreach & Communications unit with the annual Secondary School Counselor Training series hosted throughout the state of New Jersey. May support the Outreach & Communications unit’s production of financial literacy videos as needed.

Required to perform extensive travel throughout the state and must be able to maintain flexible work hours, with occasional evening and weekend responsibilities. Business travel is reimbursed under State policy. Selected candidate will be required to possess a driver’s license valid in New Jersey.

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.

REQUIREMENTS:

Education: Graduation from an accredited college or university with a Bachelor’s degree in Communications, Marketing, Public Relations, or other related field. Applicants who do not possess the required education may substitute experience as indicated on a year-for year-basis.

Experience: One year of communications experience within the past 5 years is required. The position requires applied knowledge of customer service and the ability to learn federal and state regulatory requirements and explain them to others. Must be detail oriented and able to work independently. Excellent communication (both written and oral) and customer service skills are required, including strong presentation skills. Proficient problem resolution capabilities, strong decision-making skills, ability to maintain confidentiality, and ability to organize workload and manage multiple priorities are essential to this position. One year of experience in student financial aid program operations, and/or data analysis and compilation, is desirable but not required.

APPLICATION PROCESS:

Interested candidates must e-mail careers@hesaa.org with reference to Job Posting #2023-16 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:

This role may be eligible for the Telework Pilot Program (July 1, 2023 through June 30, 2024) consisting of up to two (2) days per calendar week after completing a four (4) month working test period following start date.

SAME Applicants: Candidates applying under the New Jersey “SAME” program, must include a Schedule A or Schedule B letter with other supporting documents (resume, proof of degree, etc) by the closing date indicated above. For more information, please visit <https://nj.gov/csc/same/overview/index.shtml>, email: SAME@csc.nj.gov, or call CSC at (833) 691-0404.

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: <https://nj.gov/labor/lwdhome/njfirst/NJFirst.html>.

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.

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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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