

Training Specialist

This position is housed within Asset Management, which monitors the physical, financial and regulatory compliance for all properties in the IHDA multi-family loan and development portfolio of approximately 100,000 units in over 1,000 developments. The Training Specialist is responsible for developing, coordinating, and conducting training and technical assistance for internal and external audiences.

The Training Specialist will develop a curriculum inclusive of various external training tracks (by topic, complexity) as a way to train owners/agents and other property management staff in the various regulatory requirements (associated with specific programs and/or funding sources) pertinent software/systems required to interface with IHDA, and industry best practices. Related training will pertain to an array of multi-family affordable housing finance resources and programs, commonly used systems/databases, and general Microsoft Office Suite products.

The Training Specialist will also conceptualize (in coordination with other staff as appropriate), plan, secure and brief speakers, and manage the logistics for workshops and conferences.

Under leadership of the Senior Advisor, the Training Specialist will prepare complete, accurate, timely, and high quality training and resource materials for a variety of audiences including internal AM staff, other IHDA staff as it relates to AM operations, external partners/clients (including property owners/agents). The Training Specialist will develop, transmit, and manage training notices, registrations, and payment intake. This position will coordinate with all senior staff, the Policy and Procedure Analyst, and the Database Analysts to ensure appropriate alignment of training curriculum with needs, skill levels, applicable systems, related policies/procedures, and overall regulatory compliance. These tasks will be completed with a heavy focus on clarifying requirements and strengthening communications with overall goals of increasing customer service satisfaction improving compliance, and enhancing internal/external impacts.

Education and Experience requirements:

BA College degree required. MA degree preferred. Academic and experiential focus in strategic communications, training/development, education, or external affairs is preferred. At least three years of experience in training and engagement is required. A familiarity with affordable housing is desired with an understanding of the various components of affordable housing compliance preferred. Highly effective written and verbal communication abilities are required; specifically, demonstrated skill in expressing complex ideas to a variety of audiences is needed. Attention to detail is required. A collaborative approach is desired. Strong vocabulary and correct grammar are essential. Classroom management skills to minimize disruptions/distractions in the training environment. Experience with Microsoft Office Suite is required. Experience with Constant Contact, Adobe Professional, and SharePoint is preferred. Must be willing/able to travel occasionally (15 percent or less of time) throughout the State to deliver training. Brief writing samples/training presentation examples will be requested.

Excellent benefits package, including 401 (k); immediate vesting.

To apply, please submit resume to:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ee890b7a-c9a4-4880-b61b-79abf60f096e&jobId=189775&lang=en_US&source=CC2&cclid=19000101_000001

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