

## Portfolio Administrator III

This role is a portfolio administrator in the Loan and Portfolio Management Department for the Illinois Housing Development Authority. The department provides operational services including infrastructure and transaction management, process development and executions, risk management, and customer support for the Authority. Responsibilities include processing core business transactions related to single family loss mitigation, foreclosure, property disposition, loan set-up for grants and second mortgages, mortgage loan releases and subordination requests.

This individual ensures requests are executed in a timely and efficient manner, and data integrity is maintained at all times. Responsible for enforcing prudent mortgage servicing practices and problem resolution. Identifies issues and collaborates resolution with management. Works with assigned sub-servicers and other third party providers, borrowing entities, title companies and real estate brokers to effectively manage performing and non-performing assets including disposition strategies. Manages the Authority's non-performing asset risk through timely completion, review and processing of pool insurance claims. Coordinates across all affected areas of the Authority and works to proactively identify opportunities to improve business processes. Provides the appropriate level of leadership in group settings; collaborates with other team members to provide effective and efficient customer service internal and external to the department.

### Education & Experience Requirements:

- Bachelor's Degree in business, finance, or a related field or 5+ years of relevant work experience.
- Relevant work experience is defined as equivalent experience in loan accounting, single family real estate, loan servicing, and/or production operations environment. Has experience with financial and system controls and experience in facilitating high volume, and multiple product and customer relationships.
- Solid analytical skill, including the ability to identify and resolve problem transactions. Able to work independently and assume responsibility for transactions and / or deliverables with minimal supervision. Able to handle multiple assignments.
- Effective interpersonal skills. Demonstrated ability to collaborate in a team environment. Able to build effective relationships with internal and external partners.
- Demonstrated experience in single family loan products and supporting infrastructure, specifically in the affordable housing market a plus.
- Proficient PC skills, including experience with Microsoft Office Suite.
- Good oral/written communication skills - Ability to convey information in the appropriate style. Ability to communicate effectively with Management.
- Business Acumen - Knowledgeable and remains current in policies and procedures, and information affecting the loan servicing environment.

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

To apply, submit resume to: <https://home2.eease.adp.com/recruit/?id=19224422>

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