

Document Administrator III – Portfolio Administration

This role is a Document Administrator III 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 the collection of loan documents from lenders, loan set-up for grants and second mortgages, processing mortgage loan releases, subordination requests, and acts as the primary liaison with the Authority's document custodian.

This individual ensures requests are executed in a timely and efficient manner, and data integrity is maintained at all times. Responsible for daily and monthly recording activities and reconciliations of loan documents maintained by a third party document custodian including monthly volume statements and invoicing. Identifies issues and collaborates resolution with management. Works with related borrowing entities, title companies, real estate brokers and the document custodian to effectively manage loan documentation. 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 and Experience Requirements:

- Bachelor's Degree in business, finance, or a related field or 3+ 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.
- Desirable 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.

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https://workforcenow.adp.com/jobs/apply/posting.html?client=ihda&jobId=196734&lang=en_US&source=CC2

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