

## **Loan Servicing Administrator**

**Must be a resident of Illinois or willing to relocate. Flexible scheduling is available, upon completion of a six-month probationary period.**

Illinois Housing Development Authority (IHDA), one of the Nation's preeminent Housing Finance Agencies and one of the State's ten largest financial institutions, is currently seeking a Loan Servicing Administrator to build upon their 50+ year leadership in housing finance.

### **SUMMARY:**

This role is a loan administrator in the Homeownership Department for the Illinois Housing Development Authority. The position provides operational services including process development and executions, risk management, and customer support for the department. Responsibilities include processing core business transactions related to single family servicing reporting and remitting during the life cycle of the loan or grant.

This individual ensures transactions are executed in a timely and efficient manner, and data integrity is maintained at all times. Coordinates across all affected areas of the Authority and works to proactively identify opportunities to improve business processes. Responsible for daily and monthly recording activities and loan reconciliations. Identifies issues and collaborates resolution with management. Collaborates with other team members to provide effective and efficient customer service internal and external to the department. Leads and supports efforts across the Authority and with partners in executing these responsibilities.

### **ESSENTIAL FUNCTIONS:**

Provides loan servicing for Single Family transactions related to repayable loans.

Provides portfolio oversight in the resolution of non-performing loans to ensure compliance with mortgage loan instruments and the Authority's program policies, and mortgage insurer requirements.

Assists and supports management in creating processes and procedures for facilitating transfers of loan servicing.

Works closely with sub-servicer and other third-party providers to preserve the value of the assets, limit liability exposure, and mitigate losses. Prioritize business demands; track and report progress.

Ensures that production activities are executed timely and accurately and in compliance with supporting loan documentation.

### **EDUCATION AND EXPERIENCE REQUIREMENTS:**

Education: Bachelor's Degree in business, finance, or a related field or an equivalent combination of education and experience desired

Experience: Required 3 - 5+ years of relevant work experience in loan accounting, risk and controls, Agency (FNMA and FHLMC) and GNMA loan servicing, and/or loan servicing software a plus. Experience working with financial and system controls and maintaining positive customer relationships required; single-family residential mortgages preferred

Able to work independently and assume responsibility for transactions and / or project deliverables with minimal supervision

Strong Microsoft Office, Adobe, and general computer knowledge required

Effective interpersonal skills to build relationships with internal and external partners, and ability to use analytical skills to suggest workable solutions. Must have good oral/written communication skills.

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

To apply, submit resume to:

[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ee890b7a-c9a4-4880-b61b-79abf60f096e&cclid=19000101\\_000001&jobId=445293&source=CC2&lang=en\\_US](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ee890b7a-c9a4-4880-b61b-79abf60f096e&cclid=19000101_000001&jobId=445293&source=CC2&lang=en_US)

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