

Position Title: Executive Operations Manager
Department: Asset Management

Join our Team! At IHDA we strive to create and maintain a work environment that promotes diversity, recognition and inclusion. IHDA is committed to hiring and investing in individuals of diverse talents and backgrounds to ensure a range of perspectives and experiences inform and guide our work of financing affordable housing in the state of Illinois.

Who we are: The Illinois Housing Development Authority (IHDA) is one of the Nation's preeminent Housing Finance Agencies and one of the State's ten largest financial institutions. Our mission is to finance the creation and preservation of affordable housing across the state. IHDA oversees more than 20 federal and state programs on behalf of the state of Illinois and serves as one of the state's primary resources for housing policy and program administration. For over 50 years, IHDA has led the state in financing and supporting affordable housing.

Summary: This position is housed within the Asset Management department, which monitors long-term physical, financial, operational, and administrative compliance for IHDA-assisted developments. This particular position is housed within the following group:

Executive: Establishes and implements departmental strategic direction – guiding structure, operations, culture – in partnership with internal and external stakeholders.

Essential Functions:

- Reporting directly to the Managing Director and Deputy Director, this position provides high-level, confidential, and critical support functions for the department. Anticipates needs where possible and serves as a gatekeeper for department Executive leadership.
- Supports department-wide initiatives by providing project management, communication, data visualization, and policy recommendations. Activities include:
 - Identifies and pursue opportunities for information and process improvement.
 - Gathers information front- to backend of Executive or business need to determine project parameters and specifications including budget impact, resources, time, and delivery requirements.
 - Prioritizes project demands, track, and report progress in visual and narrative format. Monitor course of project meetings, capture notes and chart next steps, deliver recommendations, and facilitate business decision execution. Update project plans as needed.
 - Works with department leadership to design and execute transformation initiatives, informed by a deep understanding of the relevant business practices and through positive influence upon stakeholders.
- Coordinates internal and external event planning and implementation including training, conferences, and team-building initiatives.
- Creates and deploys internal and external communications templates for Board and Committee presentations, correspondence, etc. Complies with agency/department style and communication protocols.
- Provides writing and editorial support and backup assistance in the drafting, editing, formatting, and proofing of documents for Director, Deputy Director, and broader department as appropriate.
- Serves as a department liaison to internal and external parties and provides additional or backup support for agency-wide operations initiatives, as directed.
- Actively contributes to fostering positive morale and building a supportive organizational culture within the department.
- Collaborates with senior leadership to identify opportunities for enhancing team cohesion, employee engagement, and workplace satisfaction.

- Demonstrates empathy, integrity, and professionalism in all interactions to contribute to a harmonious and supportive work environment.
- To ensure effective cross-functional coordination, this role will eventually manage administrative staff to maintain seamless operations and enhance productivity across the department.

Education and Experience Requirements:

- A Bachelor's degree in Public Policy, Economics, Marketing, or Communications or a related field is required.
- At least 5 years' relevant technical and management experience.
- Excellent interpersonal skills with the ability to effectively communicate and collaborate with colleagues, clients, and stakeholders.
- Proven experience in public speaking, with the ability to confidently present ideas, proposals, and project updates to diverse audiences.
- Demonstrated proficiency in Microsoft Office suite, including Outlook, Word, PowerPoint, and Excel, to facilitate effective communication and data analysis.
- Familiarity with virtual communication tools such as Microsoft Teams, Zoom, and Constant Contact, preferred for facilitating remote collaboration and event planning. Strong verbal and written communication skills, including writing, proofreading, and editing documents with precision and clarity.
- Capacity to develop visually appealing materials, including charts, graphs, and presentations.
- High level of data entry proficiency, ensuring accuracy, completeness, and efficiency in managing information and maintaining records.
- Ability to effectively demonstrate Excel/PowerPoint/writing proficiency will be required to meet the standards set by the Asset Management department.

Physical Requirements: Alternating between sitting, standing, and walking. Ascending and descending stairs. Crouching and stooping. Pushing and pulling. Reaching overhead or below. Repetitive task movements (filing, keyboarding, copying). Lifting, carrying, and moving objects of up to 10 -15 pounds.

What we Offer:

- Paid time off, plus paid holidays
- Currently in a hybrid work arrangement, but candidates must reside in Illinois at time of hire
- Medical/dental/vision/life insurance plans
- Short/long term disability
- Tuition reimbursement
- Flex spending
- 401K plan – immediate vesting
- IHDA employees may be eligible for federal loan forgiveness programs
- Access to Personal Vehicle: Required along with appropriate insurance.
- Frequency of Travel: Infrequent – 5-10% annually.

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

To apply, submit resume to:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ee890b7a-c9a4-4880-b61b-79abf60f096e&ccId=19000101_000001&jobId=470951&source=CC2&lang=en_US

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