

Position Title: Executive Operations Manager
Department: Multifamily Financing

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 Multifamily Financing department. The position is responsible for the execution of administrative functions and requires a high degree of critical support, skills, initiative, reliability, follow through and confidentiality to the department and its leadership. Must have the ability to rapidly acquire knowledge of the department and Authority program areas. Establishes and implements departmental strategic direction – guiding structure, operations, culture – in partnership with internal and external stakeholders.

Essential Functions:

- Creates and deploys internal and external communications and templates for correspondence, newsletters, fact sheets, FAQs, Management Bulletins, presentations, mass emails, etc. Complies with agency/department style and communication protocols.
- Interfaces with and serves as a department liaison to internal and external parties as directed. Maintains good public relations, screens calls, and assists callers in their requests, coordinates workflow, communications, and correspondence.
- Creates and deploys internal and external communications templates for Board and Committee presentations, correspondence, etc. Complies with agency/department style and communication protocols.
- Coordinates intake, routing, and response for Freedom of Information Act (FOIA) and other internal and external inquiries.
- Coordinates internal and external event planning and implementation including training, conferences, and team-building initiatives (seasonal special events as assigned).
- Coordinates on and off boarding related to administrative or operational practices in cooperation with management as well as provides input on development and delivery of related training.
- 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.
- Develops and maintains updated contract and distribution lists.
- Assists with the offline drafting/updating of intranet and website content in Microsoft Office in coordination the Communications Department for direct posting, including IHDA's bi-monthly newsletter.
- Identifies and pursues opportunities for information and process improvement.
- General administrative functions including but not limited to:
 - Document preparation, transmission, and retention including but not limited to transcribing, scanning, and filing.
 - Data entry in spreadsheets, databases, and systems including troubleshooting, quality control/quality assurance, and reporting
 - Correspondence intake (receipt, routing, response, tracking – may be electronic/hard copy, verbal/written)

- Expense reimbursement (intake, processing, tracking)
- Timekeeping/payroll (intake, processing, notifications, tracking, follow-up, reporting)
- Appointment, site visit scheduling coordination, calendar management, reviews mail, updates phone directories and is alert to information and system changes
- Meeting minutes development and distribution
- Training, conference, and travel arrangements (reservations, modifications, cancellations)
- Webinars and conference calls (Coordination, reservations, cancellations, general assistance)
- Central email accounts (management, review, routing, response)
- Office supplies (orders, cancellations, inventory maintenance, distribution)
- Incoming and outgoing mail routing
- Accounts receivable and payable in coordination with Finance/Accounting
- Provides written and editorial support and backup assistance in the drafting, editing, formatting, and proofing of documents for multifamily senior leadership team and broader department as appropriate.
- Collaborates with multifamily senior leadership to identify opportunities for enhancing team cohesion, employee engagement, and workplace satisfaction to foster a positive morale and supportive organizational culture.
- Create systems through innovative processes to further the department's vision.
- Additional duties as assigned.

Education and Experience Requirements:

- *Education:* A bachelor's degree required. Experience may be substituted for education at the discretion of the Multifamily Financing department.
- *Experience:* At least 5 years' relevant experience. Experience in communications, event planning, project management, operations, and/or administration desired. Expertise in Microsoft Office required including Outlook, MSWord, PowerPoint, and Excel. Familiarity with Microsoft Teams, Zoom, and Monday.com. Strong verbal and written communication skills including writing, proofing, and editing necessary. Demonstrated capacity to develop visuals including charts, graphs, etc. required. Strong data entry skills including accuracy, completeness, and speed necessary. Testing of typing and Excel proficiency required along with a prompted writing sample that must be deemed satisfactory at the discretion of the Multifamily Financing department.

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.
- Salary range: \$81,117-\$101,397

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&source=LI&selectedMenuKey=CareerCenter&jobId=502613>

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