

**Position Title:** Supervisor, Program Operations  
**Department:** Strategic Response Unit

**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:** The Supervisor, Program Operations will supervise a team of 15-20 Intake Specialists, Senior Intake Specialists, Financial Specialists and/or Document Reviewers, to ensure program objectives are met. The position will monitor the productivity of their team(s), provide guidance and support through ongoing training and error correction for department processes and procedures, act as a point of escalation for processing problems and questions, and lead efforts to build and enhance work streams for efficiency and meet deadlines.

**Essential Functions:**

- Oversees a team and monitor their daily production.
- Evaluates performance of team members and determine training needs.
- Recommends team adjustments as needed to help achieve programmatic results.
- Coordinates and executes on-going training opportunities; monitors performance standards; designs and monitors corrective actions when appropriate.
- Acts as a point of escalation during processing issues.
- Develops process improvements, set priorities, and make schedule adjustments to achieve programmatic results.
- Creates required reports, presentations and analyses for management and leadership.
- Works closely with other Supervisors and Managers to share best practices and trends.
- Maintains a comprehensive knowledge of all initiatives from Strategic Response unit.
- Provides ongoing feedback to management of needs, opportunities and issues as they arise related to their reports, processes and procedures.
- Provides frequent verbal and written status updates.
- May operate as the primary point of contact for external partners to discuss sensitive application matters
- Implements and reinforces IHDA's Core values by prioritizing team member needs, through collaboration and teamwork, fostering an inclusive environment, innovation and respect.
- Additional duties as assigned.

**Education and Experience Requirements:**

- Undergraduate Degree in finance, urban studies, public administration or related field, or at least 3 years of experience in real estate or housing directly related to the responsibilities of this position, preferably knowledge of specialized housing resources.
- Supervisory experience is required.
- Requires a working knowledge of Excel and Microsoft Word.
- Experience with application processing systems is preferred.
- Ability to work in a fast-paced environment with competing priorities.

*Physical Requirements:* Alternating between sitting, standing, and walking. Ascending and descending stairs. Crouching and stooping. Pushing and pulling. Reaching overhead or below. Repetitive tasks 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.
- Salary: \$69,487 - \$86,859

**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&cclId=19000101\\_000001&jobId=507615&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=507615&source=CC2&lang=en_US)

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