

**Position Title:** Business Operations Specialist I  
**Department:** Homeownership

**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 a specialist in the Homeownership Department that will be responsible for monitoring and reconciling incoming sub-servicer files to prepare the necessary documents for the movement of funds.

Responsible for the internal and external reporting needs of the department, this position is a part of the team responsible for maintaining the integrity and accuracy of all data for reporting and on-going analysis of fund and program management.

This position also provides operational assistance for post-purchase and servicing functions, including infrastructure and transaction management, daily fund movement, and process development while supporting efforts across the Authority and with partners in executing these responsibilities.

**Essential Functions:**

- Monitor incoming transactions from sub-servicers to ensure receipt of funds and prepare appropriate money movement requests
- Prepare Homeownership Department wire transfers and Automated Clearing House (ACH) transactions with IHDA's treasury desk, including but not limited to: Daily Participation of P&I and REO Proceeds
- Part of the team responsible for working on post-purchase loans being repurchased back to the originating lender. This will include communications with US Bank to provide wire instructions and tracking of fund receipt of Down Payment Assistance (DPA) in the loan origination system.
- Responsible for reporting needs of the Homeownership Department; including, but not limited to, setting up monitoring reports, reconciliation reports and trending reports for future volume and fund exhaustion
- Responsible for creating status reports and setting up automatic report distribution to keep staff informed regarding the pipeline and other time-sensitive information
- Responsible for reporting Homeownership data to other IHDA Departments on a periodic basis including, but not limited to, end of month servicing reports, investor reporting (Fannie Mae, Freddie Mac, etc.), and DPA reconciliation
- Assist with streamlining processes to drive efficiency for the Homeownership department and collaborate on process improvements and potential automation
- Develop and maintain a solid, working knowledge and understanding of all Single-family Homeownership Mortgage Program guidelines, policies and procedures
- Monitor shared email accounts as needed.
- Assist with preparing reports for board meetings as needed
- Assist with reconciling the single-family lockbox as needed
- Assist with policies and procedures as needed. Coordinate with department Business Analyst(s) and management, to confirm accuracy; revisit changes on a regular basis to ensure compliance.
- Perform additional duties as assigned.

### **Education and Experience Requirements:**

- Education:
  - Bachelor's degree preferred or 3+ years of equivalent industry experience.
- Experience:
  - Familiarity with the guidelines and requirements in the residential lending industry is desired
  - Requires excellent verbal and written communication skills along with customer service skills
  - Must have strong analytical skills with the ability to critically think and problem solve within time sensitive situations
  - Must be highly organized with a high attention to detail
  - Must have highly effective interpersonal skills including demonstrated ability to work cooperatively with a variety of staff from various fields of interests and backgrounds
  - Must be able to autonomously research the mortgage industry; including, regulatory changes and other financial impacts that pertain to the essential functions
  - Exceptional computer literacy, including Office Suite expertise
  - Report writing skills (SAP Crystal Reports, SSRS, Tableau, Power BI, etc.) are preferred

*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: \$60,089 - \$75,111

**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=513969&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=513969&source=CC2&lang=en_US)

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