

Position Title: Policy & Process Specialist I
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 in the Asset Management department, which monitors long-term compliance with physical, financial, operational, and administrative requirements for IHDA-assisted developments.

Serving on the Asset Operations and Strategy team, the Policy and Process Specialist I drives implementation of departmental strategic direction through consultative work on policy, processes, data, systems modernization, and training.

This role supports lifecycle modernization efforts, including development, documentation, alignment, and continuous improvement of pre-closing, closing, post-closing transfer, and compliance workflows. The position ensures that operational practices, system functionality, written policies, and training materials are aligned, efficient, compliant, and scalable to support evolving programs and technology platforms.

Essential Functions:

- Serves as an implementation partner in advancing the strategic direction set by the Director and Deputy Director.
- Supports transformation initiatives, including software procurement, system implementation, and lifecycle tracking modernization.
- Assists with department-wide strategic planning, prioritization, performance reporting, and stakeholder consultation.
- Facilitates change management practices to ensure successful adoption of new systems, policies, and workflows.
- Works in coordination to ensure alignment across Asset Management, Multifamily Finance, Legal, IT, and external partners.
- Policy, Process & Systems Modernization
 - Reviews, drafts, revises, and maintains policies, procedures, workflows, templates, and process maps related to pre-closing, closing, post-closing transfer, and compliance operations.
 - Evaluates departmental operational practices and facilitates improvements to streamline core functions and improve internal and external client experience.
 - Ensures consistency between written policies, system configurations, and training materials during development and implementation.
 - Supports system user administration, testing, data validation, and workflow alignment in coordination with IT and data teams.
 - Develops tools to solicit, track, and incorporate stakeholder input and feedback into process improvements.
 - Compiles and analyzes operational data, identifies trends, and makes recommendations to improve efficiency and compliance outcomes.
 - Develops and maintains centralized resource libraries and workflow documentation.

- Pre-Closing, Closing & Post-Closing Lifecycle Coordination
 - Coordinates processes and documentation for project pre-closing, closing, and post-closing transfer in collaboration with Asset Management teams, Multifamily Finance, Legal, and external development/property management partners.
 - Intakes, tracks, reviews, and routes document submissions for completeness and compliance with applicable Federal, State, and local rules and standards.
 - Prepares, reviews, and updates pre-closing, closing, and post-closing policies, procedures, document templates, and workflows to reflect regulatory requirements and best practices.
 - Prepares and maintains lifecycle status reports by project and communicates updates, risks, and resolution strategies internally and externally.
 - Supports and participates in pre-closing, closing, pre-occupancy, and post-closing transfer meetings and discussions.
 - Proactively identifies and implements strategies to resolve closing, compliance, and transfer-related questions or issues.
- Training & Stakeholder Engagement
 - Supports training for internal and external audiences to ensure clear, consistent, timely, and compliant processes.
 - Updates onboarding materials to reflect current policies and lifecycle workflows.
 - Supports coordination for gathering input in policy and training development and conforms content to IHDA-wide standards.
 - Performs other duties and handles special projects and initiatives as assigned.
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- Additional duties as assigned.

Education and Experience Requirements:

- Bachelor's degree required. Master's degree preferred. Experience may be substituted for education at the discretion of the Asset Management department.
- At least 5 years' progressively responsible experience with Federally-financed affordable multifamily rental housing required.
- While this position will interact with other subject matter experts in the department who will provide feedback on deliverables, this role requires a high level of existing subject matter expertise that will be deployed in the direct, initial development and implementation of policies, procedures, and training.
- Thorough knowledge of the following funding sources/programs desired: LIHTC, HOME, Section 8, Risk Share, Tax Exempt Bonds, and Illinois Affordable Housing Trust Fund.
- Proficiency in Microsoft Office Suite required.
- Strong capacity to develop narrative and visual documents and document elements that are clear, appropriately concise, and modern required.
- Training: Ongoing cross-functional group and asset management training as directed and/or available. Project management, continuous process improvement training recommended as available.
- Valid Driver's License: Required.
- Access to Personal Vehicle: Not required. May occasionally use an IHDA vehicle for training travel.
- Frequency of Travel: Infrequent – Less than 5% of time.
- Salary: \$60,089 - \$75,111

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=516262&source=CC2&lang=en_US

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