Position Title: Account Manager (Originations)
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: Are you a relationship-driven professional who enjoys building connections, growing business opportunities, and helping others achieve their goals? The Illinois Housing Development Authority (IHDA) is seeking an enthusiastic and results-oriented Account Manager to support our mission of expanding homeownership opportunities across Illinois.

In this role, you'll serve as a key connection between IHDA and our network of mortgage lenders, real estate professionals, and community partners. You'll focus on developing new business relationships, strengthening existing partnerships, and promoting IHDA's mortgage products and programs to help more Illinois residents achieve homeownership.

This is a highly visible, field-based position that combines business development, relationship management, training, and customer service. Approximately 80% statewide travel is required, with minimal overnight travel.

What You'll Do

- Build and grow relationships with mortgage lenders, financial institutions, real estate professionals, community organizations, and government agencies throughout Illinois.
- Drive business development by identifying new partnership opportunities, expanding IHDA's lender network, and implementing strategies to increase program participation.
- Manage existing accounts by providing ongoing support, addressing inquiries, troubleshooting challenges, and maintaining strong customer relationships.
- Deliver engaging presentations and training to lenders, real estate professionals, housing counseling agencies, and community partners on IHDA's mortgage products and programs.
- Promote IHDA's homeownership programs by communicating product updates, identifying customer needs, and recommending appropriate solutions.
- Evaluate business opportunities and recommend strategies to strengthen partnerships, improve outreach efforts, and achieve production goals.
- Collaborate across departments to support new business initiatives, resolve customer concerns, and ensure a positive experience for partners and homebuyers.
- Represent IHDA throughout Illinois at meetings, training sessions, networking events, and other business development activities.

Required Qualifications

- Strong relationship-building, customer service, and communication skills, with the ability to engage effectively with a variety of audiences.
- Demonstrated ability to develop and maintain professional relationships while identifying opportunities for business growth.
- Confidence in public speaking, delivering presentations, and facilitating training sessions.

- Strong organizational and time management skills, with the ability to manage multiple priorities and work independently.
- Excellent critical thinking and problem-solving abilities, with a customer-focused approach.
- Ability to learn new products, processes, and technology platforms and communicate information clearly to others.
- Self-motivated, results-oriented approach with the ability to contribute to individual and team goals.
- Ability to work occasional weekends or extended hours based on business needs.
- Valid driver's license and access to a personal vehicle for statewide business travel.
- Ability to travel approximately 80% of the time throughout Illinois, with minimal overnight travel.
- Commitment to following established policies, procedures, and applicable laws and regulations.

Preferred Qualifications

- Experience in mortgage banking, mortgage lending, or the housing finance industry.
- Experience in sales, business development, account management, or relationship management.
- Experience assessing customer needs and recommending products, programs, or solutions.
- Experience working in a goal-oriented environment with individual or team performance targets.
- Familiarity with homeownership assistance programs, mortgage products, or lender partnerships.

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

At IHDA, you'll have the opportunity to make a meaningful impact by helping expand access to affordable homeownership across Illinois. We offer a comprehensive benefits package designed to support your professional growth, financial well-being, and work-life balance.

- **Competitive Salary:** $81,117.41 - $101,396.76 annually
- **Generous Paid Time Off:** Paid vacation, sick time, and holidays
- **Comprehensive Insurance:** Medical, dental, vision, and life insurance coverage
- **Retirement Benefits:** 401(k) plan with immediate vesting
- **Financial Protection:** Short-term and long-term disability coverage
- **Professional Development:** Tuition reimbursement opportunities
- **Additional Benefits:** Flexible spending accounts and potential eligibility for federal student loan forgiveness programs
- **Work-Life Balance:** Hybrid work arrangement, with flexible scheduling available upon successful completion of a six-month probationary period

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

To apply, please submit your resume to:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ee890b7a-c9a4-4880-b61b-79abf60f096e&ccId=19000101_000001&jobId=525658&source=CC2&lang=en_US

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