

**Position Title:** Client Services Coordinator I  
**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 responsible for the loan closing process from initial financial closing through final construction completion. This position coordinates between departments and with various outside parties including developers, escrow agents, contractors, and outside counsel. The CSC I is an entry level position and will work on the less complex loan closing process. The CSC I may also assist the CSC Team Lead to work on more complex closings.

**Essential Functions:**

- Provide day-to-day management of records and files related to underwriting process from application through final loan closing.
- Act as liaison between Multifamily Financing and other Authority departments throughout the loan process relating to the documentation of files and closing.
- Assemble documents for the review by loan officers, attorneys, and other Authority staff.
- Maintain communication with the development team to resolve questions regarding application information, file maintenance, loan process, and closing process.
- Assist developers and other external team members in preparing the documents required to close such as owners sworn statements and sources statements.
- Review project file documentation and requirements with development officers and underwriters to determine completeness, and conditions that must be met prior to approval and/or closing.
- Review the final construction draw package prior to funding for accuracy and consistency with loan and equity documents.
- Prepare the required documentation for transfer of funds between the Authority and title companies.
- Functional knowledge of Excel sufficient to review spreadsheets from external partners and to create simple spreadsheets that include fundamental formulas – addition, subtraction, multiplication, division, and sum.

**Additional Duties and Responsibilities**

- Perform other duties and undertakes special projects as directed by the Co-Team Lead, Client Services and/or Assistant Director, Closing Services and Underwriting Services.
- Maintain a working knowledge of loan practices and financing options, including state programs, HOME, and other Federal programs.
- Assist other IHDA staff and departments to facilitate the closing and funding of loans/grants.

**Education and Experience Requirements:**

- Minimum high school diploma or equivalent required with 1-2 years of related work experience desired.
- Preference for a college degree in Finance, Urban Studies, Public Administration, Public Policy, Economics, or a related field.
- Requires the ability to work independently, within time sensitive deadlines, and maintain effective working relationships with internal staff and external parties.

- Ability to communicate orally and in writing effectively is desired.
- Working knowledge of Word and Excel required.

*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.

**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=480133&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=480133&source=CC2&lang=en_US)

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