

## **Account Manager, Community and Diversity Outreach Specialist (Originations)**

Illinois Housing Development Authority (IHDA), one of the Nation's preeminent Housing Finance Agencies and one of the State's ten largest financial institutions, is currently seeking an Account Manager, Community and Diversity Outreach Specialist (Originations) to build upon their 50+ year leadership in housing finance.

### **SUMMARY:**

Our Account Managers (AMs) are responsible for driving potential home buyers to our mortgage lender network and creating and implementing sales strategy across the regions throughout the state. AMs provide superior customer service to our lender network and clients and trouble shoot issues on a daily basis. AMs travel the state, training the lender network on the most current IHDA mortgage products and provide on-going account support and assistance. This position requires 80 percent travel to meet with clients across the state. Very little overnight travel required.

### **ESSENTIAL FUNCTIONS:**

- Enthusiastic, highly motivated self-starter with a strong work ethic and intense focus on results, acting in the best interest of the client.
- Relationships and experience working with CRA lenders, Realtors, Community Outreach Agencies, and other organizations who serve underrepresented communities in Illinois. (e.g. NAMMBA, NAREB, NAHREP, AREAA)
- Collaborates effectively to get things done, building, and nurturing strong relationships.
- Displays passion, commitment, and drive to deliver an experience that improves our clients' financial lives.
- Comfortable in your ability to speak publicly and present in front of others.
- Communicates effectively and confidently and is comfortable engaging all clients.
- The ability to learn and adapt to new information and technology platforms.
- Applies strong critical thinking and problem-solving skills to meet clients' needs.
- Follows established processes and guidelines in daily activities to do what is right for clients and the Authority, adhering to all applicable laws and regulations.
- Efficiently manages your time and capacity.
- Flexible to work weekends and/or extended hours as needed.
- Personal vehicle for in-state travel and valid driver's license is necessary.

### **EDUCATION AND EXPERIENCE REQUIREMENTS:**

- Experience assessing client needs and identifying/recommending solutions.
- Strong Mortgage lending expertise
- Experience in mortgage banking.
- Experience in sales.
- Experience working in an environment with individual and team goals.
- Experience in working with Home Counseling agencies.
- Relationships with Central and Southern Illinois Latino and African American housing and real estate organizations.

- Experience working with and strong knowledge of Fannie Mae, Freddie Mac, FHA, USDA, and VA lending guidelines

Excellent benefits package, including 401 (k); immediate vesting.

To apply, submit resume and salary to:

[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ee890b7a-c9a4-4880-b61b-79abf60f096e&cclid=19000101\\_000001&jobId=414816&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=414816&source=CC2&lang=en_US)

EOE