
JOB DESCRIPTION

Position: Programs Manager

Responsibilities

The **Programs Manager** is responsible for the overall strategy and coordination of Chicago Community Loan Fund's (CCLF) program administration. This position will develop a business plan to expand CCLF's role as a program administrator. The Programs Manager will oversee and coordinate multiple programs and projects to achieve and meet CCLF's organizational goals and are mission aligned. The Programs Manager under the supervision of the Chief Risk Officer and Vice President of Portfolio Management (CRO/VPPM) leads all Programs that CCLF creates, manages and is the administrator of.

- Develop program plans, including goals, scope, schedule, and resources that align with CCLF's mission and organizational goals
- Create and maintain reports for all programs
- In conjunction with the CRO/VPPM and legal counsel
- Maintain and track all Program Agreements
- Complete compliance requirements for all programs
- Analyze and evaluate the feasibility of existing and new Programs
- Coordinates and provides training on all programs
- Track program progress against goals, identifies deviations, and takes corrective actions to ensure the program stays on track
- Manage the program budget, ensuring it stays in budget and projects are completed on time and within budget
- Consistently review data collection, tracking systems, record keeping, and reporting for evaluation to guarantee accuracy and accountability in meeting program goals
- Manage relationships and communication between project teams, ensuring they work collaboratively and effectively
- Present outcomes and projections to internal staff and external partners and stakeholders
- Identify areas for improvement in program management practices and implements changes to enhance efficiency and effectiveness
- Attend both in person and virtual meetings regarding existing Programs and new Program proposals
- Complete other assignments as required

Nature & Scope of Working Relationships

The Programs Manager position requires maintenance of working relationships with borrower organizations; financial institutions; city, county, state and federal agencies; legal and fiscal advisors; President, CRO/VPPM, Vice Presidents and other Directors; the Board of Directors and its committees; other public/private sector institutions; and peers in the field of community development. The Programs Manager reports the CRO/VPPM.

Major Challenges/Performance Measures

The major challenge of this position is to provide prompt, accurate and superb customer service to city, county, and state stakeholders regarding high priority programs and initiatives, while insuring a high level of quality and performance of the Program. The major focus is to ensure all Programs align with CCLF's mission while also establishing and maintaining program guidelines and a tracking system that ensures the guidelines are being met and the goals are being attained.

Performance measures include maintaining a depth of knowledge of each program; proactive and timely problem solving; accurate and timely reporting; outstanding customer service and effective staff development; aggressive management of all programs; prompt reporting of non-performing and out of compliance Programs; timely and accurate reporting across the organization; and maintaining current, accurate, and organized loan management system and credit files.

Qualifications

The Programs Manager will possess the following:

- 3-5 years previous Program management experience
- 3-5 years' experience in designing and negotiating loan workout and loss mitigation strategies
- Previous work experience in community development, real estate lending or asset management
- Working knowledge of the community, economic, and affordable housing development industry
- Strategic thinking
- Ability to perform financial and project analyses
- Strong mathematical skills
- Excellent problem-solving skills
- Strong oral and written communication skills
- Excellent listening skills
- Keen attention to details
- Excellent relationships builder
- Ability to work successfully with a diverse range of community-based groups
- Proficient with Microsoft Access database software
- Ability to organize and handle multiple priorities simultaneously
- Demonstrated project management and problem-solving abilities
- Ability to work effectively in a teamwork environment
- Working knowledge of the Metro Chicago area

Minimum educational requirement: Bachelor's degree in business administration, urban planning, public policy or a related field. MBA or similar financial services advanced degree desired; Spanish language is a plus.

Pay and Benefits: Exempt Annual Salary Range: \$61,294-\$76,618; Medical/Dental/Vision/Life Insurance/STD/LTD; 40 hours Paid Leave/96 hours Paid Sick Leave/104 hours Vacation; 8 hours Birthday Pay/10 Holidays/6 Mental Health Days.

It is the policy of the Chicago Community Loan Fund not to discriminate against any applicant for employment, or any employee because of age, color, sex, disability, national origin, race, religion, marital status, sexual orientation, gender identity or veteran status.

To be considered and remain eligible for employment with CCLF, the individual must be an established Illinois resident at or by the time individual commences employment and remain a permanent Illinois resident throughout the individual's employment with CCLF.