

Operations Manager



NATIONAL EQUITY FUND, INC. is a leading non-profit syndicator of Low-Income Housing Tax Credits (LIHTC) with a mission to create and deliver innovative, collaborative financial solutions to expand the creation and preservation of affordable housing. We strive to be a diverse, equitable, and inclusive place to work so that our team has the experience and knowledge to effectively support our partners and communities.

OVERVIEW

The Operations Manager will provide leadership within the Operations function by collaborating with business units in order to identify areas to increase efficiencies and help to implement solutions. Work with the IT team to leverage internal systems to gain efficiencies by enhancing NEF's technology platform. Provide support to the Managing Director of Operations in completing significant operational improvement initiatives.

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ESSENTIAL DUTIES

- Identify opportunities to improve NEF's operations, focusing on technology to optimize workflow efficiency and enhance data analysis.
- Collaborate with NEF IT personnel and business units to modify NEF's database ("SMT") or improve processes or create enhancements for the business units.
- Perform operational reviews for various business functions to identify areas for improved efficiency and recommend action plans.
- Provide day-to-day leadership for implementing approved action plans designed to improve efficiencies within various business functions.
- Work closely with the IT team to design and modify reports or functionality in SMT based on improvement recommendations from the business units and test these modifications for accuracy and sufficiency before rolling them out to users.
- Create, maintain, and enhance business analytics dashboards used to support business processes.
- Administer request ticketing system, helping to prioritize technology issues and new initiatives.
- Manage and maintain the list of outstanding SMT issues for each department. Provide troubleshooting support for issues that can be resolved without system modification. Triage issues requiring modification of New SMT.
- Other duties as assigned.

THE IDEAL CANDIDATE

- Bachelor's degree in accounting or operations with five to eight years of experience
- Internal audit experience preferred.
- Real estate experience preferred.
- Technology or data science background a plus
- Innate technology instincts, ability to learn and work with sophisticated data platforms; strong Excel skills; experience with business analytic applications preferred.
- Highly proficient in problem-solving - identifying, mitigating, forming creative solutions, and excellent follow through.
- Proven ability to create and implement improvements to operational structure and efficiency.
- Proven ability to build cross-departmental relationships to foster buy-in and motivate to successfully implement change.
- Excellent communication and teamwork skills

ABOUT NATIONAL EQUITY FUND

National Equity Fund, Inc., is a leading nonprofit Low-Income Housing Tax Credit (LIHTC) syndicator, asset manager, and pioneer in affordable housing with a mission to create and deliver innovative, collaborative financial solutions to expand the creation and preservation of affordable housing. Through its diverse multi- and single-investor funds, NEF generates opportunities rooted in its vision that all individuals and families across the country have access to stable, safe, and affordable homes that provide a foundation for them to reach their full potential. Since being founded by the Local Initiatives Support Corporation (LISC) in 1987, NEF has invested more than \$22.7 billion, which represents 231,500 new affordable homes for individuals, families, and communities in need across the country. NEF is Chicago-based and has donated more than \$220 million in grants to support LISC's nationwide community development work. To learn more about NEF's impact, innovative financial solutions, and opportunities, visit www.nefinc.org.

We offer a competitive salary, along with a comprehensive benefits package.
NEF IS AN EQUAL-OPPORTUNITY EMPLOYER

