



**Strengthening  
nonprofits and  
the communities  
they serve.**

*Sharing a mission of change*

**Illinois**

333 South Wabash Ave.  
Suite 2800  
Chicago, IL 60604  
312 629 0060

**Indiana**

One Indiana Square  
211 North Pennsylvania St.  
Suite 2375  
Indianapolis, IN 46204  
317 860 6900

**Michigan**

3011 West Grand Blvd.  
Suite 1715  
Detroit, MI 48202  
313 309 7825

**Missouri**

911 Washington Ave.  
Suite 203  
St. Louis, MO 63101  
314 588 8840  
  
4177 Broadway Blvd.  
Suite 100  
Kansas City, MO 64111  
816 335 4200

**Ohio**

172 E. State St.  
Suite 203  
Columbus, OH 43215  
614 484 1811

**Wisconsin**

215 North Water St.  
Suite 225  
Milwaukee, WI 53202  
414 563 1100

**IFF**

**Position Description**

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<b>Title:</b>	Closing and Escrow Services Officer
<b>Reports to:</b>	Manager of Closing & Escrow Services
<b>Department:</b>	Capital Solutions
<b>Department Function:</b>	Maintain a program of flexible loan products to organizations serving low-income communities; design programs to assist the target market in obtaining financing.

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**The Organization**

IFF improves the world by strengthening nonprofits and the communities they serve. As a mission-driven lender, real estate consultant, and developer, IFF helps communities thrive by creating opportunities for low-income communities and persons with disabilities. Key to our success has been a deep sense of purpose, a broad perspective, and a relentless focus on achieving positive results. Across the Midwest, we help clients from every sector, including human service agencies, health centers, schools, affordable housing developers, and grocery stores. Staff contributes its extensive business experience with an unrivaled connection to the mission of IFF and the nonprofit clients it serves.

IFF is looking for candidates with a commitment to the work we do and can demonstrate their creativity, diligence, enthusiasm, growth-mindset, thoughtfulness, and passion to make meaningful change in the areas of economic and racial justice.

Over 100 professionals work from our Chicago headquarters, and we also serve the Midwest from six regional offices: Indianapolis, IN; Detroit, MI; Kansas City, MO; St. Louis, MO; Columbus, OH; and Milwaukee, WI



### **Basic Job Function**

The Closing and Escrow Services Officer coordinates and facilitates loan closings and loan advances related to construction projects or other multiple loan advances. Careful documentation and file retention is a critical function.

### **Job Duties and Responsibilities:**

1. Coordinates all loan closings for Capital Solutions.
  - a. Interacts directly with customers on loan closing requirements and process;
  - b. Develops closing checklists and secures required documentation such as mortgages, subordination agreements, UCC financing statements and escrow agreements;
  - c. Maintains and reviews loan-closing documents and payout files;
  - d. Works with IFF attorneys and/or outside legal counsel in all aspects of loan document preparation and review of other items for closings.
2. Assist with closings related to Affordable Housing projects.
  - a. Reviews status of closings with attorneys, appropriate IFF staff and customers.
  - b. Works with IFF's attorney in reviewing documentation and report back to the appropriate IFF staff related to any exceptions to standard documentation.
  - c. Assist in obtaining complete loan documents.
3. Maintains and reviews construction loan documents and payout files;
  - a. Reviews construction payout packages which may include owner's sworn statements, contractor invoices, change orders and lien releases for accuracy and completeness.



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- b. Collects information from independent inspection reviewer(s) or project manager to ensure construction is progressing according to schedule.
  - c. Works with title company and escrow agent to establish construction escrows and advances.
  - d. Assists in establishing loan advance disbursement schedule.
4. Assists IFF's Real Estate Services in reviewing and processing loan payout requests during construction or multiple loan advances if requested.
  5. Works with IFF attorneys to collect post-closing documents from title companies and outside attorneys and process collateral release documents.
  6. Makes available progress and status of loan closings and loan advances for IFF staff through regular updates on IFF systems and through communications.
  7. Uses IFF systems including Microsoft Dynamics CRM, Microsoft Office, Microsoft Outlook, LoanWare in performing job duties and responsibilities.
  8. Maintains required job knowledge and skills and core professional competencies. Attends and participates in required educational programs and staff meetings.
  9. Performs other duties as assigned.

**Performance Measures:**

1. Timely completion of loan closings and construction payout production to meet department goals.
2. Accurate and complete loan documentation in organized files during and after loan closings and for multiple loan advances.
3. Efficient use of time and ability to manage multiple tasks.



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4. High level of customer satisfaction with respect to loan closings and loan disbursement.
5. Cultivates a culture of openness in information sharing. Encourages open communication, cooperation, and the sharing of knowledge.
6. Models personal accountability that promotes ownership and engagement.
7. Builds and maintains effective working relationships with colleagues, peers, and team members.
8. Values and supports differences in others, contributing to an inclusive work environment. Demonstrates the ability and willingness to communicate effectively with people of diverse backgrounds and experiences to create a collaborative, collegial, and caring community.
9. High level of satisfaction with both internal colleagues and external contacts.

**Position Qualifications:**

Education: Bachelors' or Associates' Degree required in business, finance or paralegal preferred.

Previous Experience: Minimum of two-years experience in commercial mortgage closing with a financial institution and or title company. Experience with Multifamily closings, construction practices and terminology is desirable.

Special Knowledge & Skills: Direct experience with commercial lending; excellent customer service and communication skills for one-on-one interaction with borrowers; ability to manage multiple projects; ability to learn and use a wide variety of computer software including word processing, database programs, spreadsheets, customer management, email and bank systems; good communication (written and oral) and interpersonal skills.

Unusual Requirements: Limited regional travel.



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**Application Instructions:** Please submit a cover letter, resume and salary requirements to [careers@iff.org](mailto:careers@iff.org) with “Closing and Escrow Services Officer” in the subject line.

*IFF values equity, diversity and inclusion as part of its mission to strengthen nonprofits and the communities they serve. IFF is an equal opportunity employer.*