



WASHINGTON STATE
HOUSING FINANCE
COMMISSION

Opening doors to a better life

Operations Support Analyst (M.A.3)

Posting Date: November 25, 2024

Closing Date: Open Until Filled. *Applicants are encouraged to apply as soon as possible. First review of applications is December 05, 2024.*

Salary: \$4,865 to \$6,539 monthly, depending on qualifications.

Location: Hybrid remote and onsite at 1000 2nd Ave., Suite 2700, Seattle, WA
Our office is located in downtown Seattle's Financial District on 2nd Avenue and Spring Street and is within walking distance to Pike Place Market and Seattle's scenic waterfront.

**In addition to the salary posted above, this position is currently receiving an additional 5% premium pay due to the position being in King County.

We are currently recruiting an Operations Support Analyst for the Asset Management & Compliance Division of the Washington State Housing Finance Commission. This position will play a pivotal role in supporting the division's administrative functions and ensuring compliance with regulations. This position will focus on coordinating project activities, managing data and information systems, and providing essential administrative support to the division's leadership and the team.

Operations Support Analyst works directly with the Division Director or Manager, helping them make important decisions and keep everything running smoothly. They assist leadership by organizing projects, giving advice, and making sure everyone stays updated on key issues and opportunities.

The Asset Management & Compliance Division monitors properties financed with low-income housing tax credits, tax-exempt bonds and other public funding. By working together with its partners, the Division ensures the long-term viability of affordable housing and ensures that federal laws and Commission Regulatory Agreements are followed. To achieve these objectives, the Asset Management and Compliance division employs a training, education, and technical assistance approach with owner and property manager partners.

The duty station for this position is Seattle, WA. The work associated with this position will be performed through a combination of teleworking and onsite work. Employees are required to come onsite at least once a week and may need to come in more frequently for meetings and trainings. Employees must reside in Washington state and within a reasonable distance of our worksite to respond to workplace reporting requirements.

Who we are:

The Commission is a market-driven and self-supporting agency created to provide below-market rate financing for building, purchasing, or preserving affordable housing and nonprofit capital facilities. The Commission functions as a financing conduit between developers, lenders, first-time home buyers, real estate professionals, and nonprofit organizations to provide affordable financing for homes, rental housing, civic and social services facilities, energy conservation projects and first-time farmers and ranchers.

We believe that creating a diverse, inclusive, and equitable environment is important and vital to the success of the Commission. We believe in working together to create an environment free from harassment and discrimination and moving beyond simple tolerance to embracing and celebrating the rich dimensions of diversity contained within each individual.

Principal Responsibilities:

To succeed in this role, the Operations Support Analyst must possess a strong foundation in administrative support, data management, and project coordination. The incumbent will provide essential administrative support to the Asset Management & Compliance division, ensuring smooth operations and efficient workflow.

Specific responsibilities include a variety of administrative tasks, including scheduling meetings, preparing correspondence, and tracking project timelines. They will also oversee document management, maintaining accurate filing and retrieval of important documents. Additionally, Operations Support Analyst will respond to inquiries and requests from internal and external stakeholders in a timely and professional manner.

The Operations Support Analyst will also be responsible for data management and analysis tasks. This includes collecting, cleaning, and analyzing data to identify trends and patterns. The incumbent will generate accurate and timely reports to inform decision-making and support strategic planning.

Furthermore, The Operations Support Analyst will play a crucial role in project coordination and management. This involves assisting in the planning, execution, and monitoring of various projects. The incumbent will track project progress, identify potential risks, and implement mitigation strategies. In addition, they will coordinate with team members and stakeholders to ensure smooth project delivery and support the development and implementation of process improvements.

We are most interested in candidates who meet or exceed the following criteria:

- Three years of experience in project coordination, with a combination of one or both of the following:
 - Administrative support and managing project-related paperwork.
 - Data management/ analysis
- Experience in researching, analyzing, and interpreting rules, regulations, statutes, policies, and procedures, as well as collecting and analyzing data.
- Strong facilitation skills and extensive experience with planning and executing results-oriented group discussions and projects.
- Ability to manage multiple projects with different deadlines, following up with team members to ensure completeness.
- Ability to effectively communicate with team members, internal and external partners.
- Ability to design and review spreadsheets and reports to ensure accuracy and appropriateness of presentation.
- Ability to initiate and maintain cooperative relationships with coworkers, managers, supervisors, customers/clients, and members of the public.
- Proficiency in Microsoft Office products such as Word, Excel, PowerPoint, and Outlook

Desirable Skills:

- Bachelor's in business administration, management, project management, or a related field
- Certifications such as PMP (Project Management Professional)

- Experience with project management software tools such as Smartsheet
- Experience working with databases and content management software such as Laserfiche and Salesforce

A combination of skills, abilities, experience, and education may be substituted to demonstrate that you are qualified for this position.

Benefits:

We offer a generous benefits package that includes a full array of family medical, dental, life and long-term disability insurance coverage; a state retirement plan; deferred compensation; 12 paid holidays; paid vacation, sick and military leave; subsidized bus, train, or ferry passes; credit union memberships; alternate workweek schedules, and telecommuting.

Application Procedures:

Applicants who meet the qualifications are asked to submit **all** the following items to be considered for this position.

- [Completed NEOGOV online application.](#)
- Cover letter describing how your skills and experience align with the stated job responsibilities and qualifications.
- List of three or more professional references,
- Current resume indicating relevant experience, knowledge, skills, and education.

Web Site: <http://www.wshfc.org>.

Applicants are encouraged to apply as soon as possible. The recruitment process will remain open until filled. First review of applications is December 05, 2024

Please include your name and preferred pronouns in your application to ensure we address you appropriately throughout the application process.

To qualify and receive veteran's preference, you must attach a copy of the discharge, DD214 or NGB Form 22, with your application materials.

By submitting the application materials, you are indicating that all information is true and correct to the best of your knowledge. You understand that the Housing Finance Commission may verify information and that untruthful or misleading information is cause for removal from the applicant pool or dismissal if employed. Only those individuals who clearly demonstrate the stated qualifications will be considered.

The Washington State Housing Finance Commission is committed to providing equal employment, job assignments and promotional opportunities to all qualified applicants and employees. We strive to create a working environment that includes and respects cultural, racial, ethnic, sexual orientation and gender identity diversity. We are committed to providing reasonable accommodation to all staff as needed. Women, black, Indigenous and people of color, persons with disabilities, persons over 40 years of age, all honorably discharged veterans and people of all sexual orientations and gender identities are encouraged to apply. Persons needing accommodation in the application process or this announcement in an alternative format may contact the WSHFC Recruiting Team at Christopher.vasquez@wshfc.org or at (206) 287-4439.