



Job Description

Job Title: Asset Management & Insurance Coordinator

Location: Boston, MA (Hybrid)

Full-time

Massachusetts Housing Investment Corporation (MHIC) seeks an Asset Management & Insurance Coordinator to support its operations. The coordinator provides a wide variety of skilled administrative and clerical support for the department and company. Reporting to the Director of Asset Management, the Asset Management & Insurance Coordinator will play an important role in supporting the company's asset management of a diverse portfolio of Housing Tax Credit, Historic Tax Credit, New Markets Tax Credit, Healthy Neighborhoods Equity Fund, Loan, and other assets. Key responsibilities are to coordinate management of project insurances within the company's investment and loan portfolio, provide administrative support, maintain asset management data within the company's database systems, assist with preparation of critical and time-sensitive materials, and provide high-level clerical support in the varied and complex needs of the Asset Management Department. This position works closely with Asset Managers, Director, and other staff in interfacing with the company's insurance management consultant, insurance brokers, general partners, borrowers, property management agents, and other project stakeholders.

Massachusetts Housing Investment Corporation (MHIC) is an innovative financier of affordable housing and community development throughout New England. We provide financing that would not otherwise be available to neighborhoods most in need. For over 32 years, MHIC has invested more than \$3.4 billion to help create and sustain healthy, equitable communities where people, businesses, and organizations can thrive. Supported by an experienced and dedicated staff, MHIC excels in problem solving with rigorous underwriting, attentive asset management, and timely reporting to investors. To date, MHIC has financed over 680 developments, representing more than 26,500 homes and 7.3 million sq. ft. of commercial space. Visit www.mhic.com or [LinkedIn](#) for more information.

Primary Responsibilities

Serves as principal administrative contact and liaison to staff, company's contract insurance management provider, and external contacts for all project insurance coverages across company's investment and loan portfolio. Triage inquiries (phone, in-person and digital) and accordingly reviews, responds, or redirects for response. Manages follow-up action(s) on inquiries/requests.

- Provides general administrative and technical support to the Asset Management department.
- Assists team with report maintenance and document management. Maintains post-closing investment and loan documents for department.
- Organizes, maintains, and updates electronic files and templates used by the Asset Management department.
- Assists Asset Managers with new project review and set up.
- Provides support for documentation research and database maintenance regarding the company's financing of and investment in new projects, day-to-day asset management tasks, and credit review.
- Updates Asset Management systems that provide visibility to the status and health of the portfolio.
- Assists with annual impact reporting.
- Coordinates scheduling of site inspections and program compliance reviews.
- Assists in updating various tracking logs and analytical spreadsheets.
- Assists with reporting led by the department such as compliance monitoring, quarterly and annual reporting.

- Obtains closing documents for upload to the corporate file system and key information to the company database.
- Assists Asset Managers with annual budgeting process.
- Responds to inquiries or refers inquiries to the appropriate department or person while exhibiting the necessary follow through.
- Other duties as assigned.

Qualifications

- Associate or bachelor's degree in management, finance, real estate, or a related field is preferred or equivalent work experience.
- Construction Risk and Insurance Specialist (CRIS) certification is recommended.
- 1-3 years in the insurance industry and real estate asset management or its educational equivalent strongly preferred.
- Excellent verbal and written communication skills and effective listening skills plus ability to read and interpret documents such as operating agreements and loan agreements. Ability to write clear and concise business correspondence.
- Proven interpersonal skills with experience providing complex administrative support in a high-profile environment with tact and diplomacy.
- Ability to clearly document processes, collect documents within a designated timeframe, and escalate issues to the appropriate parties on a timely basis.
- Ability to work cooperatively and effectively across teams with a diverse group of people (partners, management agents, vendors, and staff), both onsite and offsite.
- Ability to effectively use Outlook, MS Word, MS Excel and database management software.
- Excellent organizational skills and attention to detail.
- Ability to handle multiple tasks and prioritize workload. Able to meet deadlines.
- Ability to maintain confidential and sensitive information and use discretion and tact.
- Must work well on a team and independently.
- Maintain positive attitude and take a proactive approach to job responsibilities.
- Demonstrate willingness to learn.
- Strong customer service skills required.
- A valid Massachusetts Driver's License is required.

Compensation and Benefits

\$55,000/yr. - \$65,000/yr.

Exact compensation may vary based on skills and experience.

MHIC offers a professional, supportive working environment with competitive salary, generous health care benefits including a 100% employer-paid deductibles and out-of-pocket expenses, subsidized commuter benefits, up to 8% employer contribution to a 401k retirement account, available personal loans, , plus educational and training opportunities.

How to Apply

Please submit a one-page cover letter detailing your qualifications for this position, along with a resume to resumes@mhic.com with the job title included in the subject line. *Principals only. No phone calls, recruiters, or staffing firms please!*

MHIC is an Equal Opportunity Employer. Diversity is at the core of MHIC's vision, mission, and values. We are committed to creating an inclusive work environment that reflects the communities we serve and where everyone feels empowered to be their full, authentic selves. Our staff represents many diverse cultures, backgrounds, and viewpoints.