



## EXTERNAL NOTICE OF POSITION OPENING

**KNOX COUNTY, ILLINOIS 08/29/2025**

The Knox County Housing Authority provides high-quality, affordable housing opportunities for individuals and families, while promoting self-sufficiency, empowerment, and a sense of community development. The KCHA is the largest owner of rental housing in Knox County, providing homes to over 1,300 people. We currently have 424 units in our public housing portfolio, comprising 228 single-family, elderly, and disabled units, 196 units of family housing, and 138 units of multi-family housing. The agency also oversees 200 Housing Choice Vouchers that allow low-income families to rent from private landlords throughout the jurisdiction.

### **FACILITIES SERVICE SUPPORT SPECIALIST**

We are seeking a highly organized and systems-savvy **Facilities Service Support Specialist** to join our team. This position serves as the administrative backbone of our maintenance operations, ensuring that service requests, work orders, billing, and supply management are handled with efficiency and accuracy. If you enjoy working with computer systems, keeping information organized, and supporting a team that makes a difference for residents, this is the opportunity for you.

#### **What You'll Do:**

- Receive and log service request calls; create and assign work orders.
- Track and enter completed work orders into the system with accuracy.
- Bill and post charges associated with maintenance work.
- Order and manage supplies; track inventory and reconcile billing codes.
- Produce reports and provide systems support to the maintenance department.
- Help streamline maintenance workflows.

#### **What We're Looking For:**

- Strong computer proficiency (Microsoft Office; experience with maintenance management or work order systems is a plus).
- Excellent organizational skills and attention to detail.
- Ability to handle multiple tasks and deadlines in a busy environment.
- Clear communication skills and a customer-service mindset.
- Prior administrative or facilities support experience preferred.
- Be an active part of our team culture — bringing enthusiasm, reliability, and a shared sense of passion and purpose.

The Knox County Housing Authority is proud to be an Equal Opportunity Employer.

**What We Offer:**

- Competitive pay based on experience.
- Comprehensive benefits (health, dental, retirement).
- Paid time off and holidays.
- A collaborative, supportive workplace with opportunities to grow.

Interested candidates are encouraged to submit a resume and letter of interest to Derek Antoine no later than Friday, September 12, 2025, by 4:30 p.m.

Derek Antoine  
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