



TITLE: FACILITIES SERVICE SUPPORT SPECIALIST

STATUS: EXEMPT

REVISED: 08/28/2025

SALARY RANGE: \$29,500.00 – \$37,000.00, BENEFITS ELIGIBLE

REPORTS TO: FACILITIES MANAGER

JOB SUMMARY:

The Facilities Service Support Specialist provides essential administrative and systems support for the maintenance department of the Knox County Housing Authority. This role is the central hub for receiving and tracking service requests, generating and closing work orders, entering billing data, and coordinating supplies and inventory. The Specialist ensures that work orders and supply records are accurate, timely, and compliant with agency and HUD standards.

This position requires strong computer proficiency, exceptional organizational skills, and the ability to work collaboratively with staff, residents, and vendors. The Specialist contributes to a positive team culture while helping the agency deliver high-quality, resident-focused service.

MAJOR DUTIES AND RESPONSIBILITIES:

Duties include, but are not necessarily limited to the following:

1. Service Requests & Work Orders

- a. Receive and log all incoming service request calls.
- b. Generate, assign, and track work orders to completion.
- c. Collect and review completed work orders for accuracy and timeliness.
- d. Enter data into maintenance management and billing systems.

2. Billing & Charges

- a. Post charges and prepare billing related to work orders.
- b. Reconcile work order data with accounting and reporting systems.

3. Supplies & Inventory

- a. Order and receive maintenance supplies and equipment.
- b. Code purchases for billing and budget tracking.
- c. Maintain accurate inventory levels, performing periodic audits.

4. Reporting & Systems Support

- a. Generate reports on work order completion, supply usage, and costs.
- b. Assist with implementation and maintenance of electronic filing and work order systems.
- c. Provide data accuracy checks to ensure compliance with HUD and agency standards.

OTHER DUTIES AND RESPONSIBILITIES:

- 1. Serve as a point of contact between residents, maintenance staff, and administration.
- 2. Coordinate with vendors and suppliers to resolve discrepancies.
- 3. Assist with departmental projects and initiatives.
- 4. Participate in staff meetings, training, and cross-departmental initiatives.
- 5. Contribute to a positive workplace culture by supporting teamwork, accountability, and service to residents.

GENERAL REQUIREMENTS:

- 1. Maintain punctual and regular attendance.
- 2. Adhere to all workplace, safety, and confidentiality policies.
- 3. Demonstrate professionalism in communication with staff, residents, and vendors.
- 4. Respond to resident and staff inquiries in a timely manner.
- 5. Support the mission and values of KCHA by embracing teamwork, service, and integrity.
- 6. Perform any and all other duties and responsibilities as may be reasonably assigned in support of the agency's mission and operations.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Proficiency in computer systems, including Microsoft Office Suite (Word, Excel, Outlook).
2. Ability to learn and effectively use maintenance management software and work order tracking systems.
3. Strong organizational skills, with ability to manage multiple priorities under deadlines.
4. Accuracy and attention to detail in data entry, billing, inventory, and reporting.
5. Ability to generate and analyze reports to support decision-making.
6. Excellent verbal and written communication skills.
7. Strong customer service orientation with a positive, team-focused approach.
8. Ability to establish and maintain effective work relationships with peers, supervisors, vendors, residents, and external partners.
9. Knowledge of agency policies and procedures, and ability to interpret and apply them to daily work.
10. Awareness of affordable housing industry trends and best practices related to maintenance, facilities support, and resident services.
11. Knowledge of applicable local, state, and federal regulations, codes, and laws, including HUD standards and Fair Housing requirements.
12. Ability to use independent judgment in applying policies and regulations while maintaining compliance and consistency.

QUALIFICATIONS:

The individual must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Requires basic knowledge typically acquired with a high school diploma or GED, including basic writing, math, and reading skills, plus knowledge of basic office procedures and skills; or any combination of education, training or experience that provides the required knowledge, skills and abilities.
2. Requires previous office experience working with the public in which the following skills were attained: effective telephone skills, ability to deal with a variety of people under

constantly changing circumstances, ability to prioritize tasks with minimal direction, ability to compose and type basic written and numerical documents, and familiarity with filing systems and standard business machines (such as copiers, calculators, postage meters, typewriter, computer equipment, fax machines, telephone systems, etc.).

3. Requires intermediate knowledge of word processing software, preferably Microsoft OFFICE for Windows, or the ability to learn OFFICE with minimal training time. Requires intermediate knowledge and ability to use e-mail and the Internet. Ability to learn housing program software.
4. Must be capable of performing light lifting of up to 50 pounds, predominantly paper products, small office equipment, mail, files, etc.
5. Must have a valid Illinois Driver's license and a good driving record to be insurable under the Knox County Housing Authority's auto insurance.
6. While most work will occur during normal business hours, candidate must be flexible with work hours based on situational agency needs, including on-call services.
7. Ability to understand and support equity and inclusion in policies and practices; work effectively with people from diverse backgrounds, perspectives, and lived experiences.
8. Ability to maintain strict confidence of privileged information and perform a wide range of duties that require tact, sensitivity, independent judgment, diplomacy, organizational skills, flexibility and discretion.
9. Although not mandatory, the following qualifications will enhance an individual's chance for success in the job and are desirable.
 - a. Previous experience working with public programs and/or a basic familiarity with various local community agency programs and services available to low income individuals.
 - b. Experience in administrative, clerical, or facilities/maintenance support roles

OTHER REQUIREMENTS/MISCELLANEOUS:

1. Supervision Given and Received
 - a. The employee receives assignments and instructions from the Facilities Manager. While instructions are generally broad and goal-oriented, the employee must be able to work independently, carrying out duties accurately and in a timely manner with minimal supervision. Situations not specifically addressed by policy may be referred to the Facilities Manager or handled by the employee using sound judgment and discretion. Work is reviewed for completeness,

accuracy, and compliance with established procedures and policies. This position does not carry supervisory responsibilities.

2. Guidelines

- a. Work is performed according to established procedures and agency guidelines, including HUD regulations, KCHA policies, handbooks, and industry standards. The employee is expected to apply independent judgment and discretion when interpreting policies, reconciling records, and making recommendations regarding work orders, billing, and inventory.

3. Complexity

- a. The work involves coordinating service requests, work orders, billing, and supply systems, requiring attention to detail and the ability to manage multiple priorities at once. The employee must also handle interactions with residents, vendors, and staff, occasionally involving conflicts or competing needs, with professionalism and diplomacy.

4. Scope and Effect

- a. The employee's work directly impacts the effectiveness of maintenance operations and overall resident satisfaction. Accurate handling of work orders, billing, and supply management supports the Housing Authority's compliance with HUD standards and contributes to the successful delivery of the agency's mission and values.

5. Personal Contacts

- a. The employee has regular contact with residents, maintenance staff, supervisors, vendors, and other KCHA personnel. At times, contacts may be challenging, and the employee must exercise tact, courtesy, and professionalism to maintain positive working relationships and uphold the reputation of the Housing Authority.

6. Work Environment

- a. The work is primarily sedentary and performed in an office setting, with occasional interaction in maintenance or facilities environments. Normal risks associated with office work apply, though the workspace is generally safe, adequately heated, cooled, and ventilated. The employee should expect some degree of stress due to deadlines, multiple demands, and interactions with residents or staff.

7. Interpersonal Skills

- a. Must demonstrate professionalism, teamwork, and respect in all interactions. The employee is expected to listen actively, communicate clearly, and approach

others tactfully and with patience. A positive, team-oriented attitude, reliability, and commitment to the agency's mission are essential.

PERSONNEL INFORMATION:

This section provides a summary of the Knox County Housing Authority's benefit package. A more detailed description of each benefit is available in the KCHA Employee Handbook (R 01/01/2020, as amended).

1. Salary Adjustments – Salary increases are not automatic and are based on performance. All increases, with the exception of those resulting from reclassification, are recommended through the agency's performance appraisal system. Newly hired employees beginning at the lowest level of the pay scale may be reviewed for a salary increase after six (6) full calendar months of service. All others are reviewed at twelve (12) months, coinciding with the agency's fiscal year.
2. Performance Management System – The agency's performance management system consists of:
 - Annual performance evaluations completed by program managers or administrative staff.
 - Quarterly one-on-one sessions between supervisors and staff to support growth and communication.
 - Annual organizational culture analysis, including meetings, anonymous surveys, and follow-up reporting to provide employees the opportunity for 360° feedback.
3. Holidays – Paid holidays are based on the legal holiday schedule observed by the Ninth Judicial Circuit, published annually. Typically, thirteen (13) paid holidays are provided each year.
4. Vacation – Full-time employees accrue paid vacation based on years of continuous service:
 - 10 days annually – from hire date through the 5th anniversary.
 - 15 days annually – from the 6th through the 10th anniversary.
 - 20 days annually – after the 10th anniversary.
5. Sick Time – Available after thirty (30) days of continuous employment. Sick leave accrues as follows:
 - 0.86 days per month – from hire date through the 7th year of service.

- 1.25 days per month – beginning with the 8th year of service.
 - Part-time employees accrue at half the rate of full-time employees.
6. Personal Time – Two (2) personal days are provided each fiscal year. Personal time must be used in full 8-hour increments, cannot be carried over to the next fiscal year, and will not be paid out upon termination. Personal time is charged against accrued sick leave.
7. Leave Time – The agency provides for the following types of leave in accordance with applicable policies and laws:
- Medical, Personal, Bereavement, Military.
 - Jury Duty and Court Appearances.
 - Voting Time – Employees entitled to vote will be provided up to two (2) hours of paid leave to vote.
8. Insurance and Retirement – Benefits become effective on the first day of the month following ninety (90) continuous days of employment:
- Health Insurance: The agency pays 100% of the premium for single coverage; family coverage is available at employee cost. Health plan options are reviewed and selected annually by the Board of Commissioners.
 - Dental and Vision Insurance: Offered and selected annually by the Board of Commissioners.
 - Retirement Plans: Agency offers participation in 401(a) and 457 retirement plans.