



**TITLE:** COMPLIANCE SUPPORT SPECIALIST

**STATUS:** EXEMPT

**REVISED:** 06/26/2026

**SALARY RANGE:** \$34,000.00 – \$42,000.00, BENEFITS ELIGIBLE

**REPORTS TO:** EXECUTIVE DIRECTOR

**JOB SUMMARY:**

The Compliance Specialist is responsible for supporting the Knox County Housing Authority’s public housing and Housing Choice Voucher compliance functions, with primary responsibility for conducting public housing inspections, Housing Choice Voucher inspections, reinspections, special inspections, and the related administrative work required to document, track, and close inspection activity.

In addition to inspection duties, the Compliance Specialist performs file compliance reviews for new and existing public housing and Housing Choice Voucher files. This includes reviewing tenant and participant files for required forms, eligibility documentation, rent calculation support, income verification, inspection documentation, notices, and other required program records.

This position requires strong attention to detail, sound judgment, computer proficiency, professional communication, and the ability to apply agency policy, HUD requirements, Fair Housing requirements, and internal compliance standards consistently. The position involves regular contact with residents, voucher participants, landlords, owners, maintenance staff, property management staff, HCV staff, and administrative staff.

The Compliance Specialist contributes to the agency’s mission by helping ensure that housing units are decent, safe, sanitary, and compliant, and that program files are accurate, complete, and audit-ready.

**MAJOR DUTIES AND RESPONSIBILITIES:**

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

## **1. Public Housing and HCV Inspections**

- a. Conduct public housing inspections, Housing Choice Voucher inspections, reinspections, complaint inspections, special inspections, move-in/move-out inspections, and other inspection activity as assigned.
- b. Apply applicable HUD inspection standards, including HQS, NSPIRE, NSPIRE-V transition requirements when applicable, agency policies, lease requirements, and program requirements.
- c. Inspect dwelling units, common areas, exterior areas, building systems, and site conditions for health, safety, habitability, maintenance, and compliance concerns.
- d. Identify and document deficiencies, including emergency conditions, life-threatening conditions, health and safety concerns, maintenance needs, tenant-responsible items, owner-responsible items, and lease-related inspection concerns.
- e. Take clear and accurate inspection notes, photographs, and supporting documentation.
- f. Communicate urgent or emergency inspection findings promptly to the appropriate supervisor, maintenance staff, property management staff, or HCV staff.
- g. Determine whether units pass, fail, or require follow-up based on applicable inspection standards and agency procedures.
- h. Assist with NSPIRE preparation, inspection readiness, post-inspection follow-up, deficiency documentation, and corrective action tracking.

## **2. Inspection Administration and Compliance Tracking**

- a. Schedule inspections in an efficient and timely manner consistent with HUD requirements and agency policy.
- b. Prepare, issue, or assist with inspection notices, deficiency letters, reinspection notices, abatement notices, and related correspondence.
- c. Enter inspection results accurately into agency software, inspection systems, work order systems, spreadsheets, and other tracking tools.
- d. Upload, label, and maintain inspection photographs, forms, reports, and supporting evidence.

- e. Track failed inspections, reinspections, emergency repairs, correction deadlines, abatements, missed appointments, and unresolved deficiencies.
- f. Coordinate inspection follow-up with residents, voucher participants, landlords, owners, maintenance staff, property managers, HCV staff, and supervisors.
- g. Assist with reports related to inspection volume, failed inspections, correction rates, reinspection timelines, abatement status, NSPIRE readiness, SEMAP, PHAS, and other compliance areas.

### **3. File Compliance Reviews**

- a. Conduct routine file compliance reviews for new admissions, move-ins, recertifications, interims, transfers, terminations, and existing tenant or participant files.
- b. Review public housing and HCV files for completeness, accuracy, consistency, and required documentation.
- c. Verify that required forms, notices, signatures, income documentation, asset documentation, deduction support, rent calculation materials, inspection records, lease or HAP-related documents, and other required records are present and properly maintained.
- d. Identify missing, incomplete, outdated, inconsistent, or unsupported file documentation.
- e. Prepare file review notes, correction lists, tracking logs, and follow-up summaries.
- f. Work with property management, HCV, occupancy, and administrative staff to resolve file deficiencies.
- g. Assist with internal quality-control reviews, audit preparation, monitoring preparation, SEMAP support, PHAS-related documentation, EIV-related file documentation, and other program compliance reviews.
- h. Maintain confidentiality of tenant, participant, landlord, income, disability, household, and program information.
- i. Assist with maintaining electronic and paper files in an organized, accurate, and audit-ready condition.

### **4. Communication and Customer Service**

- a. Serve as a professional point of contact for inspection and file compliance matters.

- b. Communicate inspection results, correction requirements, file deficiencies, and follow-up needs clearly and respectfully.
- c. Maintain a calm, professional, and courteous approach when dealing with difficult conversations, failed inspections, access issues, landlord disputes, resident complaints, or file correction needs.
- d. Avoid giving legal advice while providing accurate information regarding agency procedures and program requirements.
- e. Maintain professional boundaries and confidentiality in all resident, participant, landlord, owner, employee, and agency matters.

#### **5. Compliance, Training, and Program Support**

- a. Follow applicable HUD requirements, KCHA policies, Fair Housing requirements, VAWA confidentiality requirements, reasonable accommodation procedures, privacy rules, and safety procedures.
- b. Maintain awareness of public housing, HCV, HQS, NSPIRE, SEMAP, PHAS, EIV, eligibility, rent calculation, and file documentation requirements.
- c. Participate in required training and obtain inspection or compliance-related certifications as directed by the agency.
- d. Assist with HUD reviews, audits, monitoring reviews, internal quality-control reviews, informal reviews, grievances, hearings, appeals, and corrective action documentation.
- e. Support a positive workplace culture by promoting accuracy, accountability, teamwork, resident service, and program integrity.

#### **OTHER DUTIES AND RESPONSIBILITIES:**

1. Serve as a point of contact between residents, maintenance staff, and administration.
2. Assist with departmental projects and initiatives.
3. Participate in staff meetings, training, and cross-departmental initiatives.
4. 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. Knowledge of, or ability to learn, public housing and Housing Choice Voucher eligibility, continued occupancy, rent calculation, inspection, and file documentation requirements.
2. Ability to review tenant and participant files for accuracy, completeness, consistency, and compliance with agency and HUD requirements.
3. Ability to identify documentation gaps, calculation inconsistencies, missing forms, outdated records, and compliance risks.
4. Ability to prepare clear, factual, and professional file review notes and correction summaries.
5. Ability to balance field inspection responsibilities with office-based compliance, documentation, and follow-up work.
6. Proficiency in computer systems, including Microsoft Office Suite (Word, Excel, Outlook).
7. Ability to learn and effectively use maintenance management software and work order tracking systems.
8. Strong organizational skills, with ability to manage multiple priorities under deadlines.
9. Accuracy and attention to detail in data entry, billing, inventory, and reporting.
10. Ability to generate and analyze reports to support decision-making.

- 11.** Excellent verbal and written communication skills.
- 12.** Strong customer service orientation with a positive, team-focused approach.
- 13.** Ability to establish and maintain effective work relationships with peers, supervisors, vendors, residents, and external partners.
- 14.** Knowledge of agency policies and procedures, and ability to interpret and apply them to daily work.
- 15.** Awareness of affordable housing industry trends and best practices related to maintenance, facilities support, and resident services.
- 16.** Knowledge of applicable local, state, and federal regulations, codes, and laws, including HUD standards and Fair Housing requirements.
- 17.** 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. Must be able to maintain strict confidentiality of income, household, disability, medical, domestic violence, landlord, owner, and program information.
10. Must be able to complete inspection training, file compliance training, EIV/security awareness training, Fair Housing training, and other required compliance training within the timeframe established by the agency.
11. Although not mandatory, the following qualifications will enhance an individual's chance for success in the job and are desirable.
  - a. Experience with public housing, Housing Choice Voucher, affordable housing, property management, housing inspections, eligibility, occupancy, rent calculation, or file compliance.
  - b. Experience reviewing tenant, participant, applicant, or program files for completeness and compliance.

**OTHER REQUIREMENTS/MISCELLANEOUS:**

1. Supervision Given and Received
  - a. The employee receives assignments and instructions from the Executive Director. 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.

