



Heartland HOUSED System Support Specialist

Summary:

The System Support Specialist assists in the day-to-day operations, supports Heartland HOUSED programs, and manages projects to support the organization's efforts to end homelessness. The System Support Specialist will organize meetings and events, manage community engagement and communication, compile data and assist in reporting, support the staff's administration of funding, and be involved in Heartland HOUSED task groups, programs and initiatives such as the Heartland HOUSING Help Line. The System Support Specialist also provides high-level support to Strategy Board members, Heartland Continuum of Care Board members and the HCoC General Membership.

The position will work as part of a dedicated team to accomplish the goals of Springfield & Sangamon County's Strategic Plan to Address Homelessness. The System Support Specialist reports to the Heartland HOUSED Executive Director.

Position Duties and Responsibilities:

- Support and assist with daily office operations
- Receive, triage and respond to/forward for response incoming general office phone messages, emails and website inquiries
- Distribute meeting minutes and other essential items to board members as directed
- Maintain the Heartland HOUSED website and public calendar
- Organize and plan for blog posts; social media presence; website events page updates
- Participate in Heartland Housing Help Line by taking calls and making appropriate referrals
- Support Heartland HOUSED Lived Experience Collaboration efforts
- Prepare and send calendar invitations and public notices of meetings
- Prepare reports and publications
- Tracking information utilizing HCoC Homeless Management Information System
- Light accounting record keeping and working with organization's accountant,
- Recording minutes for meetings of the Board of Directors, General Membership, Strategy Board and other task groups as necessary
- Help facilitate new programs and initiatives Heartland HOUSED develops
- Administrate the Landlord Risk Management fund and other Heartland HOUSED initiatives

Experience, Skills and Qualifications

- High school diploma or GED and at least two years of experience in administration, data entry, office organization or other relevant experience are preferred. Additional appropriate education may be substituted for experience or additional directly related experience may be substituted for education.
- The System Support Specialist must be creative, organized, have experience with data entry, office organization, social media, and excellent writing skills. The ideal individual will have the ability to exercise good judgment in a variety of situations, have administrative, and organizational skills, and the ability to maintain a realistic balance among multiple priorities. We are looking for a motivated team player, who is detail-oriented, able to work independently, and has effective general computer skills.

The System Support Specialist is a full-time, salaried position and will be a Sangamon County employee. The starting salary range for the position is \$35,008 to \$43,760, with health, dental, life, and vision insurance and retirement benefits provided through Sangamon County. Time off includes 2 weeks paid vacation, 12 paid sick days, 3 paid personal days, and 13 paid holidays per year.

To apply, send your resume and three letters of reference to josh@heartlandhoused.org by 4:30 PM on June 11th, 2024.