



Heartland
HOUSED

Heartland HOUSED System Support Administrator

Summary:

The System Support Administrator 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 Administrator will organize meetings and events, manage community engagement and communication, compile data and assist in reporting, support the staff's administration of funding, and help lead Heartland Continuum of Care task groups, programs and initiatives. The System Support Administrator also provides high-level support to Heartland HOUSED Strategy Board members, Heartland Continuum of Care Board members and the HCoC General Membership. Identifying grants, managing grants, and improving efforts to monitor community grants focused on homelessness are important parts of the Administrator's work.

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 Administrator 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
- 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
- Support Task Groups focused on Re-Entry and Complex Care efforts
- Assist in Grant applications, identifying new grants to apply for, and monitoring HCoC grants

Experience, Skills and Qualifications

- High school diploma or GED and at least four years of experience in administration 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 Administrator must be creative, organized, have experience with program administration, grant management, 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 \$39,612 to \$59,418, 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 for the position, email your resume and three letters of recommendation to josh@heartlandhoused.org by October 29th at 5 PM.