

Hermit's Peak/Calf Canyon Claims Office is Now Hiring

The Hermit's Peak/Calf Canyon Claims Office is hiring full-time positions to support the processing of claims and provision of compensation to claimants impacted by the Hermit's Peak/Calf Canyon Fire. The duty stations for these positions will be Santa Fe, Las Vegas or Mora, NM, and the pay grades for positions will range from IC- 9 (\$55,169) to IC-14 (\$146,149).

All applicants must be U.S. citizens, 18 years of age or older, and possess a high school diploma or GED. Individuals will be required to pass a background investigation that includes finger printing and credit check. Employees are also required to participate in mandatory direct deposit/electronic funds transfer for salary payment.

You can also send your resume to: fema-hermits-peak-jobs@fema.dhs.gov

Hiring Fair

Interviews may be conducted on site, or you may be asked to participate in an interview later.

Bring a current resume to a hiring fair at the following locations:

January 10, 2023, 10:00am – 3:00pm MT

10 Courthouse Drive

Mora, NM 87732

Federal Resume Writing Webinar

To help you prepare for the hiring Fair, FEMA will be hosting two [Federal Resume Writing webinars on December 29, 2022, and January 3, 2023](#) and you can



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register for these free webinars.

Positions Available

Ideal candidates must be able to represent the claims office with integrity and compassion. They must also have customer service experience and strong organizational, written, and verbal communication skills, and demonstrated experience completing high quality work within assigned timeframes.

Chief Ombudsman (Advocate) IC-13/14

- Work with claimants to help resolve conflicts and concerns
- Educate claimants on claim process and policy issues
- Identify challenges claimants are having with claims process and documentation and works to develop holistic solutions to simplify process, provide clarification and adjust messaging to claimants.

Navigator IC-9/11/12

- Work with claimants to help them understand and navigate the claims process.
- Share current information with claimants on available services and assistance to meet their unique situational needs. This includes services and assistance available through federal, state, local and non-profit organizations.
- Collaborate with claimant and claims representative to identify joint solutions to documentation needs.

Claims Representative IC-9/11/12

- Establish contact with claimants and helping them formulate strategies to obtain necessary documentation and other support.
- Provide expertise in evaluating compensatory damage claims, including but not limited to property damage, diminution of value, subsistence claims, damage to forests and vegetation, damage to businesses, financial losses, and duplication of damages.
- Travel to damage sites to assess damage and evaluate losses.
- Investigate claim facts, including gathering facts and details on a claim. This may require looking into various records, witness testimonies, pictures and videos of the event, and the damaged property.



- Analyze complicated information from various sources.
- Evaluate available coverage eligibility for compensation based on the established guidance and policies.
- Resolve any questions and/or concerns that a Claimant may have.
- Prepare and process claim reports and develop claims packets based on an established process.
- Support other team members as needed.
- Prepare an objective evaluation of the claim for review and decision by the Authorized Official.

Inventory Management Specialist IC-11

- Utilize property accountability systems to conduct equipment inventory and monitor property.
- Issue necessary property to facility staff and ensure training is received on property accountability.
- Plan and coordinate administrative aspects of office moves and other facility improvements that require coordination of property across multiple locations.

Supply Management Specialist IC-9

- Plan, organize, and coordinate all supply and inventory control support services functions and activities.
- Assure that all aspects of ordering, receiving, disbursement and inventory are accurate for all necessary supplies and equipment.
- Use property accountably systems and maintain effective control of all accountable property, to include barcode entry and preparing property reports and correspondence as needed.

Public Affairs Specialist IC-9/11/12/13

- Spanish and English oral and written communication skills recommended.
- Research, write, and edit informational materials including talking points, news releases, factsheets, presentations, reports, flyers and brochures.
- Plan, develop, coordinate and execute a comprehensive communication program for the claims office, to include media and a wide variety of public relations activities.
- Gather, verify, coordinate and disseminate communication materials and messaging on claims office policies, procedures and activity.



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- Monitor media for accuracy and correction of information on claims office.
- Coordinate inquiries from the public, media and elected officials.
- Coordinate public engagement and outreach campaigns to promote understanding of claims office, policies, processes and documentation requirements.



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