

Hermit's Peak/Calf Canyon Claims Office Hiring Event

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 range from IC-7 (\$46,696) to IC-12 (\$108,724).

This event will be by invitation only from August 1-4, 2023, in Santa Fe, NM,

Positions Available

Ideal candidates must be able to represent the Claims Office with integrity and compassion. They must also have customer service experience; strong organizational, written, and verbal communication skills; demonstrated use of MS Office programs; and experience completing high quality work products within assigned timeframes. The available positions are as follows:

- Navigators IC-9/11/12
- Data Analysts IC-11/12
- Congressional Liaison Specialist IC-12
- Claims Advocate IC-11/12
- Staff Assistants IC-7/9
- Supervisory Support Services Specialist IC-12
- Supply Management Specialist IC- 9

Additional information on the duties of each position is provided below.

Navigators - IC-9/11/12

- Work with claimants to help them understand and navigate the claims process.
- Daily use of MS Office to accomplish assigned work – SharePoint, MS Word, Excel, Outlook, Teams.
- Edit and finalize correspondence, memos, presentations, and reports.
- 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.

Data Analyst – IC-11/12

- Review data in a system of record to ensure consistency with policy and guidance.
- Extract information from the system of record and ensure accuracy. Securely transmit data and monitor for returned information.
- Develop reports related to system data and opportunities for improvement.

- Support continuous improvement by documenting opportunities, supporting ongoing training for staff, and supplementing project management.

Congressional Liaison Specialist – IC-12

- Establish and maintain working relationships with Congressional office.
- Lead the dissemination of information to Congressional, federal, state, local and tribal entities.
- Educate Congressional staff on Claims Office process and activities.
- Responsible for researching, writing, and editing high visibility communications products.
- Develop and deliver responses to inquiries or requests for information from constituents of elected officials.

Claims Advocate – IC-11/12

- Communicate with partners and claimants verbally and in writing in a clear and concise manner to address issues they have raised about the claims process.
- Identify issues, risks and opportunities for process and communications improvement.
- Develop partnerships and strong relationships with Claims Office team members to promote problem-solving.
- Develop recommendations on process improvements for senior managers.

Staff Assistant – IC-7/9

- Provide day-to-day administrative support to managers and claims office staff.
- Daily use of MS Office to accomplish assigned work – MS Word, Excel, Outlook, Teams.
- Edit and finalize correspondence, memos, presentations, and reports.
- Maintain electronic files, including but not limited to email, faxes, calendars, correspondence, and briefing memos.
- Greet and address questions from walk-ins and callers to claims offices.

Supervisory Support Services Specialist - IC-12

- Provide administrative and technical supervision necessary to accomplish the work of the unit.
- Serve as the Property Management Officer (PMO) as the senior supervisory official charged with exercising management oversight of the property management program.
- Serve as Contracting Officer's Representative (COR) and Project Officer for Claims Office service contracts, new and ongoing projects.
- Assign duties and responsibilities to staff members to ensure that the policies, directives, and goals of the Claims Office are realized within established time frames and in conformity with Federal and FEMA regulations.
- Responsible for oversight of all day-to-day building maintenance for claims offices.
- Directs the ordering, receiving, disbursement and accurate inventory control of all supplies and equipment, maintains adequate control for all accountable property, to include bar code systems, and prepares correspondence and reports.

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.

Application Process

To be considered send your resume **NLT July 21, 2023**, to: fema-hermits-peak-jobs@fema.dhs.gov OR scan the QR Code below. The subject line of your email must include the title of the position for which you wish to be considered. Your resume must also clearly indicate the position for which you wish to be considered. Failure to do so may result in an ‘ineligible’ determination and remove you from further consideration.



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.

If you are found qualified, you may be called to participate in an interview August 1-4

Federal Resume Writing Webinar

To help you prepare for this hiring event, FEMA will be hosting a Federal Resume Writing webinar on **July 13, 2023**, and you can register for this free webinar by clicking on the following link:

https://fema.zoomgov.com/webinar/register/WN_qWLvyZKkTo00e2wol0y9sQ

or scanning the QR Code:



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