

Hiring Event for the Hermit's Peak/Calf Canyon Claims Office

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 station for these positions is Santa Fe, NM, and the pay grades range from IC-7 (\$46,696) to IC-12 (\$108,724).

Hiring Event Details

- Date:** Wednesday, September 13, 2023
- Time:** 10:00am – 4:00pm MT.
- Location:** New Mexico Workforce Connections
525 Camino de Los Marquez
Santa Fe, NM
- Parking:** Parking is available in front of the building.

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
- Program Analysts IC-11/12
- Claims Advocate IC-11/12
- Staff Assistants IC-7/9

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.

Program Analyst – IC-11/12

- Intake, tracking, and reporting of official correspondence and action items and inputting data into the agency's tracking database as related to audits, appeals and arbitration cases.
- Supporting preparations for audits, appeals and arbitration - including development of briefing materials and case related materials.
- Preparing graphs, charts, and reports related to processes, trends, and performance using various software packages (e.g., Word, Excel, Power Point, SharePoint, Tableau).
- Collecting and analyzing data, identifying trends, reporting findings, and making recommendations to senior managers.
- Maintaining and improving electronic tracking, record keeping, existing web-based data collection tools and intranet site.
- Participating in special studies and/or projects involving programmatic, administrative and/or policy issues.
- Developing reports related to program performance and opportunities for improvement.

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.

Application Process

Claims Office staff will be available on site to receive resumes and conduct on the spot interviews. Please bring multiple copies of your resume to the event.

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.



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