1. Opportunities with the Hermit’s Peak/Calf Canyon Claims Office

The Hermit’s Peak/Calf Canyon Claims Office has positions available 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-12 ($100,369).

* 1. Opportunities 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 short timeframes. The available positions and additional information on each is provided below:

* Navigators IC-9/11/12
* Congressional Liaison Specialist – IC-12
* Staff Assistant – IC-7/9

### 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.

### 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.

### 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.
	1. Application Process

**Send a current resume with current contact information by July 15 to**: fema-hermits-peak-jobs@fema.dhs.gov