

Claims Office and JRO Open Positions

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Individuals looking to make an impact within their community are encouraged to apply to an open position at the Joint Recovery Office (JRO) in Santa Fe, and the Las Vegas or Mora County Claims Offices.

Open Positions and Key Responsibilities:

The following list includes the fourteen available positions, their salary ranges, and more information on what each job entails. You can inquire more about a position in person at one of the four hiring fairs. **All positions require in-person working, but some positions may allow for hybrid (in-person and remote) working.**

Accountable Property Officer (\$73,317 - \$95,310)

The Accountable Property Officer is tasked with the documentation and administration of personal property assigned to their accountable area. They barcode accountable property and record it in the system of record for proper tracking. Additionally, they conduct inventory of all accountable property, prepare and submit reports of survey for lost, stolen or damaged property, and distribute, setup and return FEMA property.

Action Officer (\$87,878 - \$114,237)

The Action Officer tracks formal correspondence for the New Mexico JRO. Tracking and coordinating tasks and assignments from FEMA Region 6, FEMA Headquarters, U.S. Congress, and the White House National Security Council (NSC). The Action Officer Prepares various product deliverables for the Director of Operations, including talking points, slide decks, briefing binders, PowerPoints, and reports. Additionally, they will track clearance/concurrence between relevant components, including targeted and TRIAD reviews. They will coordinate the review, approval, and signature for internal documents, in addition to coordinating high profile meetings and speaking engagements on behalf of the Director of Operations. They serve as Privacy Officer, including as the FOIA point of contact.



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Administrative Specialist/Staff Assistant (\$60,597 - \$78,776)

The Administrative Specialist provides day-to-day administrative support to managers and staff. They must be proficient in Microsoft 365 (including SharePoint, Word, Excel, PowerPoint, Outlook, and Teams) to complete daily assignments. They will edit and finalize correspondence, memos, presentations, and reports. Additionally, they will be tasked with organizing electronic files, including but not limited to documents, presentations, relevant correspondence, reports, and briefing memos.

Administrative Support Staff (\$60,597 – \$114,237)

The Administrative Support Staff supports claims operations by staffing the helpline, disseminating information, processing physical mail, and uploading documentation.

Advocate Liaisons (\$73,317 - \$114,237)

Advocate Liaisons communicate with partners and claimants verbally and in writing in a clear and concise manner to address issues raised about the claims process. They develop partnerships and strong relationships with Claims Office team members to promote problem-solving. Advocate Liaisons identify issues, risks and opportunities for process and communications improvements, and share those with senior managers. Advocate Liaisons are responsible for interacting with the community through outreach activities to promote availability of compensation through the Claims Office and understanding of the claims process.

Appeal Analyst (\$73,317 - \$114,237)

The Appeal Analyst manages the intake, tracking, and reporting of official correspondence and action items. They input data related to audits, appeals and arbitration cases into the agency's tracking database. They support preparations for audits, appeals and arbitration, including the development of briefing materials and case related materials. They assist in the preparation of graphs, charts, and reports related to processes, trends, and performance using various software packages (e.g., Word, Excel, Power Point, SharePoint, Tableau); collect and analyze data; identify trends; report findings; and make recommendations to senior managers. A key priority for the Appeal Analyst is maintaining and



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improving electronic tracking, record keeping, and existing web-based data collection tools. Once firmly established in the position, the Appeal Analyst may be asked to participate in special studies and/or projects involving programmatic, administrative and/or policy issues. They will help develop reports related to program performance and adherence to established processing requirements, timelines and opportunities for improvement. Additionally, the Appeal Analyst will develop partnerships and strong relationships with Claims Office team members to promote problem-solving, and identify issues, risks and opportunities for process and communications improvement.

Attorney Advisor (\$104,498 - \$160,533)

The Attorney Advisor represents the Claims Office in claim arbitrations and litigation. Candidates should have experience advising on insurance/tort claims and experience with general Federal administrative law and advising on Federal programs. The Attorney Advisor will counsel senior leadership on complex legal and programmatic issues.

Contracting Specialist (\$87,878 - \$114,237)

The Contracting Specialist performs contracting officer functions, including review of procurement packages, issuing solicitations for bids, reviewing proposals to determine cost reasonableness, serving as source selection chair during the source selection process, and awarding, modifying, or terminating contracts. They perform contract pre-award work to secure contracts for the acquisition of goods and services and perform contract administration and monitoring of services and commodities contracts.

Executive Officer (\$123,485 - \$160,533)

The Executive Officer is a manages the budget, including its development and execution with finance and FEMA Region VI. They will support the daily administrative aspects of the JRO, including coordinating the maintenance of administrative documents, and maintaining the JRO organization chart and related documents. They will coordinate with the leadership team to provide guidance, support, and assistance in fulfilling divisional tasks, including planning, budgeting, work plan monitoring, briefing commitments, All Hands input, etc. The Executive Officer leads research and develops projects in support of JRO objectives and



goals, in addition to monitoring the status of sensitive issues, special concerns, and projects for the Chief of Staff and Director of Operations.

Facilities Specialist (\$60,597 - \$71,321)

The Facilities Specialist performs logistics functions to support facility operations. They assist in coordinating facilities requirements including space allocations, other event accommodations, and special events. They organize transportation activities, including the storage of goods, and manage information accrued from point of origin to delivery. Additionally, the Facilities Specialist serves as the technical monitor and COR for lease and facility support contracts.

Fleet Manager (\$73,317 - \$95,310)

The Fleet Manager is tasked with managing fleet vehicles and reservations; ensuring vehicles are clean and safe for use, scheduling and conducting routine maintenance and daily checks, and managing administrative paperwork.

Human Resources Liaison (\$87,878 - \$114,237)

The Human Resources (HR) Liaison is tasked with assisting with and managing various HR functions such as executing payroll functions, maintaining employee records, creating and maintaining organizational charts and reports, and performing data analytics to support senior leadership reporting mechanisms. They will assist with providing policy guidance, including developing and executing training for regional staff to support their understanding of employment laws and regulations. The Human Resources Liaison will also drive recruitment and hiring of additional CORE staff to support departments who experience increases in workloads.

Human Resources Specialist (\$87,878 - \$114,237)

The Human Resources Specialist provides human resource support to include time and attendance, performance management, deployments, accountability, benefits, leave, etc. They handle recruitment and placement, position classification, position descriptions, personnel actions, performance and awards, time, and attendance, pay and benefits, travel, labor and employee relations. Additionally, they perform timekeeping functions.



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IT Specialist (\$73,317 - \$95,310)

The IT Specialist provides IT customer support, including solving complex technical issues involving end-user equipment, like laptops and smartphones. They troubleshoot onsite servers and other network equipment and configure printers and AV equipment to ensure equipment is functioning as intended.

Navigators (\$60,597 - \$114,237)

Navigators work with claimants to help them understand and navigate the claims process. They are responsible for collaborating with claimant and claims representatives to identify joint solutions to documentation needs. They share current information with claimants on available services and assistance to meet their unique situational needs, including through federal, state, local and non-profit organizations. Navigators are also responsible for editing and finalizing correspondence, memos, presentations, and reports. Navigators must be proficient in Microsoft 365 (including SharePoint, Word, Excel, PowerPoint, Outlook, and Teams).

Ordering Specialist (\$73,317 - \$95,310)

The Ordering Specialist is responsible for submitting requests for equipment, personnel, teams, services, or commodities needed for disaster support using FEMA approved systems. Once a request has been submitted, the Ordering Specialist will be tasked with reviewing, entering, and tracking requests, monitoring and placing orders, tracking shipping status, and reconciling discrepancies as directed using FEMA-approved systems. The Ordering Specialist will handle all ordering and procurement requests, and provide supply management support to ensure office supplies, toners, parts and materials are ordered, as required to support the operations.

Public Affairs Intergovernmental and Congressional Liaison Specialist (\$73,317 - \$114,237)

The Intergovernmental and Congressional Liaison Specialist prepares and presents briefings, recommendations, and responses on intergovernmental affairs issues for stakeholders. They are tasked with establishing and maintaining effective working relationships with senior leadership to foster an understanding of



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sensitive and controversial issues and to use that insight to support messaging strategies. The Intergovernmental and Congressional Liaison Specialist needs to be able to apply analytical and evaluative techniques to assess the efficiency and effectiveness of communication with state and local officials.

Public Affairs Writer (\$73,317 - \$114,237)

The Writer is tasked with producing multiple and varying written communications products under the limited direction of a more experienced professional. They provide technical expertise and analytical support to staff in developing various products for hard copy or electronic dissemination, to include briefings, policy updates, news reports, fact sheets, and high-level presentations. The Writer will evaluate presentations, documents and other materials for clarity, accuracy, and formatting. Writers should be proficient in Microsoft 365 (including SharePoint, Word, Excel, PowerPoint, Outlook, and Teams) which will be used to accomplish daily assignments.

Program Support Assistant (\$54,864 - \$71,321)

The Program Support Assistant provides administrative support to their assigned division. They must be proficient in Microsoft 365 (including SharePoint, Word, Excel, PowerPoint, Outlook, and Teams). They report on staff attendance and accountability, management and staff scheduling, call downs, organizational charts, and other tasks.

SharePoint Specialist (\$87,878 - \$114,237)

The SharePoint Specialist serves as the SharePoint developer and content manager for the New Mexico JRO. They create and manage sites, manage sharing settings, manage groups – including adding, deleting, restoring, and changing group owners. Additionally, the SharePoint Specialist manages and monitors site storage.

Staff Assistant (\$49,451 - \$78,776)

The Staff Assistant provides day-to-day administrative support to managers and Claims Office staff. The Staff Assistant needs to be proficient in Microsoft 365 (including SharePoint, Word, Excel, PowerPoint, Outlook, and Teams) which will



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be used to accomplish daily assignments. A primary responsibility will be copy-editing and finalizing external correspondence, official memos, PowerPoint presentations, and reports. Additionally, they will be tasked with organizing electronic files, including but not limited to documents, presentations, relevant correspondence, reports, and briefing memos. When working in the office, the Staff Assistant will greet and address questions from Claims Office walk-ins and callers.

Supervisory IT Specialist (\$104,498 - \$135,851)

The Supervisory IT Specialist oversees work completed by Stafford Act CORE Employees on the Information Technology team. They provide IT support, which includes solving complex technical issues involving servers and other network equipment at the New Mexico JRO. The Supervisory IT Specialist is tasked with approving leave, certifying timesheets, ensuring proper coverage, establishing performance goals and completing reviews.

Supervisory Management and Program Analyst (\$122,918 - \$181,216)

The Supervisory Management and Program Analyst manages, leads, and develops a team of staff. They oversee project management and development of processes, policy, tools, guidance, and communication products related to claimant appeals and external audits. They write and review high quality briefing memos, reports, presentations and talking points for leadership and external audiences, in addition to synthesizing complex information into recommendations for leadership decision-making. The Supervisory Management and Program Analyst manages resources to ensure timely processing and responses to appeals and audit recommendations and findings. They represent the Agency in a variety of forums with stakeholders. Importantly, the Supervisory Management and Program Analyst is also tasked with developing and sharing reports and information that will inform performance reporting and continuous program delivery improvements, and tracking progress of corrective actions to address external findings and recommendations.

Supply Specialists (\$60,597 - \$71,321)

The Supply Specialist performs supply management functions, maintains the supply stock room, issues supplies, and manages shipping and receiving



operations.

Training Specialist (\$73,317 - \$114,237)

The Training Specialist delivers technical training and/or educational content in a one-on-one or group setting. They design and/or update classroom training materials for diverse audiences based on audience goals. Candidates should have strong communication and public speaking skills, as they are tasked with conveying complex information verbally and in writing. Periodically the Training Specialist will need to incorporate lessons learned into training course content and materials in addition to identifying issues, risks and opportunities for training delivery and content improvement.

Resume Writing Resources:

An effective federal resume is a critical part of your application package to a FEMA position. FEMA has created a [resume writing guide](#) that candidates can reference for tips and guidance when writing and formatting their resumes. Additionally, interested individuals can attend an upcoming, free, federal resume writing workshop on August 14, August 21 and September 18 at 5:30 p.m. MT. To attend the workshops, register at the following link:

https://fema.zoomgov.com/webinar/register/WN_oLjXrmoQsqYxEcNSZxXBA?fbclid=IwZXh0bG9mZS5mZ03TQZYJCdopyFPkGiGy6rtyvcQScqewzSkEQZANs_aem_hCrXNqdit0moyuz5DX_zlQ#/re

Benefits:

FEMA employee benefits include eligibility for public service student loan forgiveness; federal retirement plans; paid annual leave; mental health resources; health, dental, and vision insurance; annual federal pay raises, and career growth opportunities.

For information and updates regarding the Claims Office, please visit the Hermit's Peak/Calf Canyon Claims Office website at fema.gov/hermits-peak. For information in Spanish, visit fema.gov/es/hermits-peak. You can also follow our Facebook page and turn notifications on to stay up to date about the claims process, upcoming deadlines and other program announcements at facebook.com/HermitsPeakCalfCanyonClaimsOffice.



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