

Claims Office and JRO Open Positions

Release Date: Nov 8, 2024

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 20 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.

Administrative Specialist (\$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.

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



- 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.
- Engage in community outreach activities to promote availability of compensation through the Claims Office and understanding of the claims process.

Appeals Program Analyst (\$73,317 - \$114,237)

- 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.
- Writing clear analysis and recommendations that summarize complex facts, legal or policy determinations.
- Supporting preparations for audits, appeals and arbitration - including development of briefing materials and case related materials.
- Collecting and analyzing data, identifying trends, reporting findings, and making recommendations to senior managers.
- Participating in special studies and/or projects involving programmatic, administrative and/or policy issues.
- Developing reports related to program performance and adherence to established processing requirements and timelines and opportunities for improvement.
- Developing partnerships and strong relationships with Claims Office team members to promote problem-solving.

Community Assistance Specialist (\$87,878 - \$114,237)

- Utilizing significant experience with community development and engagement, provides community development assistance on behalf of recovery mission efforts.
- Assists in communities' identification of their recovery goals.
- Identifies local government capacity gaps and possible strategies to address those gaps.



- Facilitates meetings between local officials and entities that can provide resource to enhance local government recovery operations.
- Serves as an advisory resource to local counterparts, including facilitating workshops and training on local recovery management topics.
- Identifies wide range of potential recovery resources or assistance to support communities in achieving their recovery objectives.
- Brings together community and economic recovery stakeholders from various sectors to accomplish specific recovery tasks or projects.
- Organizes and facilitates meetings with community and economic recovery stakeholders to support recovery efforts. Adapt facilitation approaches to the cultural norms of recovery partners.
- Synthesizes stakeholder feedback into written products.
- Conducts preparatory work and support for meetings and events.
- Conducts specialized studies to inform the recovery process.
- Consolidates and synthesizes partner agency and organization contributions to community and economic recovery efforts.
- Identifies training needs for local staff and community members to build capacity

Community Planner (\$87,878 - \$114,237)

- Responsible for preparing plans for the Joint Recovery Office (e.g., strategic, contingency, transition, long-range, etc.). Obtains relevant information to develop plans and compiles and updates information to support plan development.
- Creates and maintains incident records management system in accordance with agency guidelines and maintains a set of easily portable critical files (mostly in electronic format) for rapid evacuation if the Continuity of Operations (COOP) is activated. Maintains incident history (chronology) in narrative form. Prepares and transfers files to Region and/or HQ units as appropriate.
- Ensures required recurring and ad-hoc reports and documents are developed including Emergency Call-Down List, Continuity of Operations Plan (COOP), Situation Reports (SITREP), Spot Reports (SPOTREP), Fact Sheets, and Briefing Books. Identifies information requiring immediate dissemination and determines the appropriate audience for the information.
- Develops, implements, and maintains the information collection plan (ICP). Develops information collection strategy and collects and analyzes incident data as applicable.



- Maintains the SITROOM and coordinates the scheduling of its use. Ensures the SITROOM is well organized, and the required resources are in-place before meetings.
- Organizes raw information (e.g., databases, charts, graphs,) to establish a common operating picture; producing clear and accurate planning products using standardized formats as directed.
- Assignments may involve compiling, reconciling, and correlating voluminous workload data from a variety of sources with different reporting requirements and formats, or the data must be carefully crosschecked, analyzed, and interpreted to obtain accurate and relevant information. The work requires skill in preparing project papers and staff reports, and skill in organizing and delivering briefings to managers that encourages understanding and acceptance of findings and recommendations.

Contract Specialist (\$104,498 - \$135,851)

The ideal candidate will have demonstrated experience executing contract actions and leading contracting efforts with Federal, state, local, and/or tribal partners. Additionally, this candidate will have demonstrated experience leading and training staff and providing innovative recommendations for advancing programs and/or methods. Total responsibility for all pre-award, award and post award functions for assigned acquisitions. Serves as lead negotiator. Plans the negotiation strategies for complex, high dollar value contracts, coordinates strategy with negotiation team and leads the negotiations. Awards the contract. Performs cost and price analysis.

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

The ideal candidate will have knowledge of the Federal Acquisition Regulations (FAR) and experience with contract execution and administration through the pre-award, post-award and closeout phases. This position requires a substantial amount of reading and analyzing regulations and directives and writing.

Data Analyst (\$87,878 - \$114,237)

- Analyzing and summarizing data results by utilizing data analytic tools, models, methods, and visualization techniques to enable organization to make data-driven decisions.



- Using dedicated data analytics software such as Tableau, PowerBI, SQL, R or Python, or sophisticated MS Excel functions, such as Pivot Tables, to review and organize large amounts of data, identify anomalies and/or trends, and produce visualization.
- Communicate data analysis findings both verbally and written to internal and external stakeholders.
- Perform Microsoft SharePoint management activities, such as configuring, administering, and customizing organization SharePoint collaboration pages.
- Experience analyzing and reporting data; and developing and implementing dynamic data visualizations using Tableau and/or PowerBI.

Deputy Director, Recovery Coordination (123,485 – 160,533)

The Deputy Director, Interagency Recovery Coordination, is responsible for overseeing the Stafford Act programs at the NM JRO. These programs include Public Assistance, Environmental & Historic Preservation, Interagency Recovery Coordination, and Hazard Mitigation.

Deputy Finance Director (\$104,498 – \$135,851)

The Deputy Finance Director assists the Finance Director in leading staff in evaluating financial systems and procedures to ensure they meet established financial practices and standards. They oversee the development of new and modified financial procedures and provide advisory services to program managers on complex financial issues.

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.

Federal Disaster Recovery Officer (\$123,485 - \$160,533)

- Provide supervisory oversight of the Interagency Recovery Coordination operation. Establish work assignments and set priorities. Foster teamwork and



emphasize unified approach.

- Build workforce based on organizational goals, budget considerations and staffing needs. Adjust staffing levels based on the complexity of the disaster to ensure efficient, cost-effective delivery of recovery strategies.
- Create a work environment that provides mutual respect and equal opportunity for all personnel assigned to the incident. Ensure that personnel receive needed training, mentoring, and coaching. Establish and communicate basic work guidelines. Evaluate performance continuously.
- Manage organizational structure and personnel requirements to ensure proper management and budget oversight of the IRC operation. Build workforce based on organizational goals, budget considerations and staffing needs. Adjust staffing levels based on the complexity of the incident to ensure efficient, cost-effective delivery of recovery strategies.
- Implement appropriate financial controls to assure cost-effective delivery of recovery efforts.
- Ensure FEMA is hearing the concerns of state and local officials. Ensure state and local officials are receiving the necessary information and support in accordance with the Stafford Act and have consistent communication and collaboration with federal interagency partners.
- Facilitate implementation of the National Disaster Recovery Framework (NDRF). Recommend solutions to program implementation issues that may arise in disaster- impacted areas. Provide expert technical advice and guidance related to the NDRF.
- Ensure that the coordination of relevant federal, state, and local resources and programs are incorporated into the Interagency Recovery Coordination mission.
- Support community stakeholders to develop recovery partnerships and draft community recovery support analyses and recommendations.
- Gain situational awareness on recovery planning and capacity needs from state partners, community leaders, and private/non-profit sectors.
- Act on opportunities to promote recovery programs in public forums and with the private sector.
- Provide support in developing, communicating, and negotiating the scope and strategies for the recovery mission.
- Facilitate multi-stakeholder meetings and collaborative problem-solving of diverse audiences as requested.
- Routinely represent the Agency to high level government officials including Governor's Authorized Representative, State Disaster Recovery Coordinators,



Other Federal Agency officials, and private sector leaders.

- Articulate recovery program complexities, nuances, and technical information to a wide range of audiences and senior officials.
- Provide technical and administrative supervision to staff engaged in providing disaster recovery support.

Geospatial Information Systems Specialist (\$87,878 – \$114,237)

- Providing geospatial analysis, modeling, and mapping support to the recovery office.
- Developing, maintaining, and providing training for ArcGIS tools and solutions for emergency management use to include ArcGIS Pro, ArcGIS Online, Field Maps, Survey 123, etc.
- Providing technical guidance and collaboration with other Geospatial Information System units.
- Publishing GIS data, maps, analysis, reports, charts, and graphs in the form of static and dynamic online content.
- Managing, maintaining, and archiving geospatial data.

Grants Management Specialist (\$87,878 - \$114,237)

- Leading application reviews of project proposals and providing assessments of conformance with applicable guidelines for program eligibility and reasonableness of costs in the budget.
- Ensuring that awards are issued in accordance with grant requirements and agency policies and procedures.
- Preparing final award packages to include the award letter, agreement articles, special conditions, and obligating documents, and routing through concurrence process and financial systems.
- Responding to inquiries from stakeholders through written and verbal means and obtaining subject matter expert and/or legal review, as needed.
- Explaining, promoting, and educating applicants/recipients (for instance, State, Local, Tribal, and Territorial partners) on grant development and grants management best practice topics through training and outreach activities.
- Engaging customers and partners through oral and written communication to build support and ensure programs, projects, and services meet their expectations.



Hermit's Peak / Calf Canyon Claims Office 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).

Hermit's Peak / Calf Canyon Claims Office Data Analysts (\$87,878 – \$114,237)

- Analyzing and summarizing data results by utilizing data analytic tools, models, methods, and visualization techniques to enable organization to make data-driven decisions.
- Using dedicated data analytics software such as Tableau, PowerBI, SQL, R or Python, or sophisticated MS Excel functions, such as Pivot Tables, to review and organize large amounts of data, identify anomalies and/or trends, and produce visualization.
- Communicate data analysis findings both verbally and written to internal and external stakeholders.
- Perform Microsoft SharePoint management activities, such as configuring, administering, and customizing organization SharePoint collaboration pages.

Hermit's Peak / Calf Canyon Claims Office Staff Assistants (\$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.



Interagency Recovery Coordination Specialist (Watershed) (\$87,878 - \$114,237)

- Reports to the Supervisory Post-Fire Watershed Recovery Coordinator and contributes to watershed recovery planning, coordination, and implementation efforts.
- Engages directly with partner agencies (federal, state, local) on development of Post-Fire Watershed Recovery assessments, strategies, and projects.
- Oversees development of watershed recovery priorities for use in project identification and leveraging resources, programs, and policies in coordination with federal, state, and local partners.
- Determines resource and/or stakeholder gaps and identifies appropriate and relevant resources and stakeholders to fill those gaps.
- Determines the funding requirements and mechanisms available to leverage watershed recovery resources of multiple partners.
- Oversees the scheduling, coordinating, convening, and facilitating watershed recovery stakeholder in-person and virtual meetings. These meetings may require the use of multiple communications platforms as VTC, webinar, GIS, PowerPoint, spreadsheets, and document editing on MS Word

Infrastructure Branch Director (\$104,498 – \$135,851)

Leading a team that is performing emergency management work including managing and coordinating with other entities the recovery efforts from disasters in NM related to public infrastructure. Establishing and maintaining effective working relationships with federal, state, local, tribal and other audiences. Delivering and executing numerous FEMA Public Assistance programs authorized under the Stafford Act.

Invoice Management Specialist (\$73,317 – \$95,310)

The Invoice Management Specialist prepares for and conducts invoice reviews, proactively manages adjustments, and oversees customer contract commitments. They identify and implement billing process improvements, track accounts receivable and credits for customer service reviews, and ensure invoices are properly coded according to accounting system requirements.

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



The ideal candidates will be customer service oriented. The candidate will provide Tier 1 and/or Tier 2 information technology support directly to customers in-person or remotely. The candidate's duties include, but are not limited to, troubleshooting hardware, operating system, applications, networking, desk phones, mobile devices, audio/video systems, and printers. The candidates should be able to lift 50lbs and have strong communication and problem-solving skills.

IT Customer Support Supervisor (\$104,498 - \$135,851)

The ideal candidate will be customer service oriented. The candidate will manage a team that provides Tier 1 and Tier 2 support directly to customers in person or remotely. The team's duties include, but are not limited to, troubleshooting hardware, operating system, applications, networking, desk phones, mobile devices, audio/video systems, and printers. The candidate should possess expert level knowledge for end-user IT support, customer service principles, and serve as the highest escalation point within the team. As the supervisor, the candidate will mentor and develop subordinate IT professional.

IT SharePoint Developer (\$87,878 - \$114,237)

The ideal candidate will design, develop, and maintain SharePoint solutions tailored to organization's needs, to include Power Apps and Power Automate.

The candidate should have a portfolio that demonstrates experience with collaboration and content management solutions. Responsibilities include customizing workflows, implementing best practices, and providing user training and support. Strong knowledge of the SharePoint framework and Power Platform is required.

Lead Data Analyst

Directly support Operational Support Element Team Lead in providing senior leadership data reports, performing data analysis, trend identification, and information sharing which enables operations staff to successfully process claims. Develop and provide application products to address the needs and requests of staff working claims processing. Provide staff with tools, data analysis, and reports to conduct claims processing in alignment with team priorities and goals.

Mitigation Program Analyst (\$87,878 - \$114,237)



FEMA

- Provides Portfolio Management of large applicant projects to manage and monitor deliverables and deadlines
- Tracks other federal agency and state agency projects as it relates to the watershed restoration and recovery in NM
- Conducts analysis and provides status reports, gap analysis and rel time operational statistics

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).

Ops Claims Chief

Directly support Deputy Director of Claims Operations in the delivery of non-represented claimant compensation. Collaborate with Operational Support Element, Administrative Support Cell, and QC team to ensure operations are cohesive and in line with target performance metrics. Identify issues and ensure workforce resources are sufficient to result in efficient and effective results. Evaluates operations managers work performance and finds ways to implement solutions to eliminate or reduce significant bottlenecks and organizational barriers to production as well as improving team cohesion and efficient practices.

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.

Planner/Program Analyst (IC -12 \$87,878 - \$114,237)

- Develop and finalize decision-support tools, including data visualization products, to aid internal and external partners in making informed decisions.
- Conduct quantitative and qualitative analyses to assess the effectiveness of recovery programs, identifying trends and areas for improvement.
- Collaborate with internal and external stakeholders to understand needs, provide recommendations, and support program planning and execution.
- Produce high-quality planning documents, presentations, and reports to communicate findings, updates, and action items clearly and effectively.
- Help streamline work processes, optimize workload distribution, and enhance operational efficiency.
- Use Microsoft Office and other planning software to produce and manage deliverables, ensuring consistency with FEMA's guidelines and best practices.
- Attend and document meetings, preparing concise minutes, briefings, and follow-up actions to keep teams aligned and on-track.
- Assist in designing, managing, and evaluating operational planning products
- Regularly evaluate and adjust planning tools and approaches to meet the evolving needs of the NM

Program Analyst/Data Analyst (\$87,878 – \$114,237)

The Program Analyst/Data Analyst oversees analyzing and summarizing data results by utilizing data analytic tools, models, methods, and visualization techniques to enable organization to make data-driven decisions. They must be comfortable using dedicated data analytics software such as Tableau, PowerBI, SQL, R or Python, or sophisticated MS Excel functions, such as Pivot Tables, to review and organize large amounts of data, identify anomalies and/or trends, and produce visualization. A Program Analyst/Data Analyst will communicate data analysis findings both verbally and written to internal and external stakeholders as well as perform Microsoft SharePoint management activities, such as configuring, administering, and customizing organization SharePoint collaboration pages.

Program Delivery Manager (PDMG) (\$87,878 – \$114,237)



Facilitating the delivery of FEMA's Public Assistance program to applicants; to include applying policy, guidance and technical assistance on laws, policies and regulations. Managing various recovery programs and projects to include site inspection, debris management, summarizing damages, communicating requirements, and managing expectations, utilizing FEMA's delivery model to track projects.

Public Assistance Infrastructure Branch Director (\$104,498 - \$135,851)

- Serves as the Infrastructure Branch Director for the NM Joint Recovery Office, leading a team that is performing emergency management work including managing and coordinating with other entities the recovery efforts from disasters in NM related to public infrastructure.
- Establishing and maintaining effective working relationships with federal, state, local, tribal and other audiences.
- Delivering and executing numerous FEMA Public Assistance programs authorized under the Stafford Act.

Public Assistance Program Delivery Manager (PDMG) (\$87,878 - \$114,237)

- Facilitating the delivery of all aspects of the Public Assistance program to applicants; to include applying policy and procedure to damage assessments, disaster surveys, and public assistance recovery operations
- Meeting with applicants throughout all phases of the disaster recovery process to provide advice, guidance, and technical assistance on laws, policies and regulations
- Managing recovery programs and projects; to include site inspections, debris management, summarizing damages, communicating requirements for assistance, managing applicant expectations, and using FEMA's delivery model to track projects

QC Reviewers

- Directly support the QC Chief in overseeing appropriate quality controls are implemented and enforced at every step in the claims process. Ensuring QC review templates are comprehensive, utilized, and continually improved to reduce claim redevelopments and rescinds. Collaborate with coaches and trainers to address areas identified for improvement and streamlining. Ensure



determination allow for the government to provide compensation based on the maximum allowable amount within terms of federal legislation, regulations, and policies of the Claims Office.

Recovery Administrative Specialist (\$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.

Recovery Coordination Group Supervisor (Community and Economic Recovery) (\$104,498 – \$135,851)

The Recovery Coordination Group Supervisor coordinates with state, local, federal, and NGO partners to develop recovery strategies. They must be able to compile data for further program analysis, working collaboratively with associated personnel and assist in ensuring effective implementation of programs and making recommendations to senior leadership. They will also serve as a spokesperson and/or expert at meetings, town halls, and senior leader briefings. They must be comfortable responding to various correspondences concerning operations and programs from governmental officials and agencies, individuals, or groups of the public and volunteer organizations. They will be responsible for supervising and coordinating releases of information on disaster assistance programs, projects and operations local, state, and Congressional representatives, and the public. The Recovery Coordination Group Supervisor will also review and evaluate work performance, developing/recommending performance standards and ratings, conducting performance reviews, and completing required performance appraisals.

Recovery Project Manager (\$87,878 - \$114,237)

- Develops, implements, modifies, or provides input for community and economic recovery project plans and product releases.



- Implements community and economic recovery project plans to meet objectives.
- Guides community and economic recovery project teams through troubleshooting and problem solving of urgent needs for high-visibility work assignments and priorities.
- Communicates with all relevant stakeholder groups to deliver progress reports, status updates, and presentations as needed on recovery projects.
- Facilitates or participates in phase, milestone, and final project reviews.
- Analyzes and integrates program financial, technical, procurement, and scheduling information.
- Develops, maintains, and monitors integrated reporting for community and economic recovery efforts.
- Manages work assignments with respect to current priorities and new initiatives.
- Ensures proper prioritization is maintained and properly communicated to the team and stakeholders.
- Establishes realistic delivery milestones/roadmaps/project schedule.
- Identifies and implements project documentation requirements and procedures.
- Generates metrics for success and prepares data analysis and visualizations related to project outcomes.
- Assists with drafting materials including briefing memos, slide decks, meeting summaries, and related documents for meetings with senior executives.
- Assists with drafting written strategic communications.

Spend Plan Analyst (\$87,878 – \$114,237)

The Spend Plan Analyst gathers accurate data from various departments, manages budgets and schedules, and prepares cost and budget reports. They assess existing financial procedures to identify areas for improvement, maintain detailed records, and create financial forecasts to support strategic planning.

Supervisory Emergency Management Specialist (IC-13)

The primary purpose of this position is to supervise a group of subject matter experts for Geographic Information Systems (GIS), Data Analytics, Project and Program Management, and Planning. This position serves as an SME on recovery operations and performs advance development of complex tools, data analysis



and data acquisition. It will function at upper management level with expert-level emergency management knowledge and customer service skills to assist customers internal and external.

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.

Technical Writer (\$60,597 - \$95,310)

Performs hard copy and electronic copy editing. Edits, rewrites, and reorganizes materials to ensure information is presented in a clear, concise, and logical form, while considering the purpose of the material, the items covered and the intended target audience. Ensures all standards are met. Interview subject matter experts and conduct research to create a range of technical documents, including but not limited to standard operating procedures (SOPs), plans, step processes, workflows, and business cases. Also create supporting visuals for technical documents. Ensures that components are compliant with Section 508 of the Americans with Disabilities Act (ADA) and that all references and sources are cited correctly and comply with copyright law.

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.

Travel Manager (\$60,597 – \$78,776)

The Travel Manager processes, verifies, and audits travel claims, estimates travel costs, and determines fund availability. They follow up on outstanding travel orders to ensure timely vouchering and assist travelers with complex issues that



cannot be resolved by the central travel office.

Technical Writer (\$60,597 – \$78,776)

Technical Writers perform hard copy and electronic copy editing. They are also responsible for edits, rewrites, and reorganizing materials to ensure information is presented in a clear, concise, and logical form, while considering the purpose of the material, the items covered and the intended target audience. They must ensure all standards are met. A Technical Writer will interview subject matter experts and conduct research to create a range of technical documents, including but not limited to standard operating procedures (SOPs), plans, step processes, workflows, and business cases. Technical Writers will also create supporting visuals for technical documents, ensure components are compliant with Section 508 of the Americans with Disabilities Act (ADA), and validate that all references and sources are cited correctly and comply with copyright law.

Voluntary Agency Liaison (VAL), Recovery Coordination (\$87,878 – \$114,237)

- This position serves as Emergency Management Specialist responsible for providing technical assistance to long term recovery and unmet needs committees.
- Assignments may involve compiling, reconciling, and correlating voluminous workload data from a variety of sources with different reporting requirements, formats, data must be carefully cross-checked, analyzed, interpreted to obtain accurate and relevant information.
- Provides technical assistance to voluntary agencies and philanthropic entities.
- Supports the evaluation of individual disaster recovery processes and linking individual to community, voluntary agency resources and disaster case management.
- Demonstrate professional and appropriate verbal and written communication consistently.
- Ensures that significant long-term recovery issues and trends are brought to the attention of immediate supervisor.

Watershed Analyst (\$87,878 - \$114,237)



- Successfully handles numerous tasks, often simultaneously, to ensure recovery lines of effort goals and objectives are met.
- Maintains continual liaison with partners and staff to keep informed of changes and decisions relevant to recovery operations.
- Oversees a variety of planning and management functions across the recovery operation
- Assesses and monitors costs, schedule, and overall performance associated with recovery lines of effort.
- Collects, populates and tracks information using inter-agency data analytics and project management platform "MaxTrax".
- Provides oversight for the section's organizational structure, hiring statuses, and HR related functions.
- Assists in initial onboarding and training of interagency recovery personnel and develops job aids as appropriate for incoming staff.
- Provides direct support to interagency recovery leadership on workload management, staff assignments, and responses to formal inquiries from FEMA Region 6, FEMA HQ, and State and local partners.
- Provides initial review on project deliverables and operational products interagency recovery.
- Develops reports and materials.

Developing an Effective Federal Resume

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.

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?



FEMA