Welcome to the University of Maine System Human Resources Operations service and support site. Human Resources Operations oversees and administers payroll, employee benefits, recruitment operations, and Human Resources reporting. Our staff processes personnel actions to ensure accurate status and recordkeeping for employee records in MaineStreet, the university’s employment record database and payroll processing application system.

 SELF HELP Search and Support

Search for Answers and/or Submit Question directly to HR Operations Team

Search:

Submit your inquiry:
- /servicedesk/customer/portal/13

Book an appointment:
- https://umspayroll.youcanbook.me

Table of Contents
- Forms
- Frequently Asked Payroll and Benefits Questions
- How-To Articles
- HR Operations Coronavirus COVID-19 Information
- HR Operations Standard Operating Procedures

HR Operations Service Guide- Contact Information

Direct your inquiries as follows for the best service:

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<th>Team Members</th>
<th>Contact Information</th>
<th>Areas of Coverage</th>
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<tr>
<td>Senior Director of HR Operations</td>
<td>- Email <a href="mailto:kleblanc@maine.edu">kleblanc@maine.edu</a></td>
<td>• Escalated issues</td>
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<td>- Tel.: 262-7944 (desk) 409-9993 (mobile)</td>
<td>• Process Improvement Ideas</td>
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<tr>
<td>Kristine Leblanc, MS, MA, PMP</td>
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<td>• Feedback</td>
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Human Resources Partner

Contact your HR Partner for inquiries not related to those shown below.
### Director of HR Operations
- April Strowbridge  
  - Email: aprilm@maine.edu  
  - Tel.: 262-7934 (desk) 356-1094 (mobile)

### Service Coordinator
- Susan Spencer  
  - Email: susan.spencer@maine.edu  
  - Tel: 780-5109  
  - Records management business processes  
  - Data quality  
  - Service-related initiatives

### HR Records Management (Payroll)
- **Faculty**  
  - Ali Bedard  
  - Nancy Jackson  
- **Salaried**  
  - Rick Tyler  
  - Carlene Harmon  
- **Hourly**  
  - Donnie Sorey  
- **Student**  
  - Brenda Foran - Graduate Assistant  
  - Freylis Bileck  
  - Ryan Jordan  
- **Generalist**  
  - Joshua St. Louis  
  - Email: payroll@maine.edu  
  - Tel 581-9104 (voicemail while remote working)  
  - Inquiries:  
    - Option 1: Student inquiries  
    - Option 2: Faculty  
    - Option 3: Hourly & Salaried  
    - Option 4: Employment Verification  
    - Option 5: All other inquiries  
  - Fax 561-3456  

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### Employee Benefits Center
- Karla Varnum, EBC Manager  
- Fred Meserve, Manager of Benefits & Wellness  
- Tammie Perez  
- Ann Remick  
- Zachary Breton  
- Kristin Hurd  
  - Email: benefits@maine.edu  
  - Tel 973-3373 (voicemail while remote working)  
  - Fax 561-3454  
  - Medical, dental and vision insurance benefits  
  - Life and accidental death and dismemberment insurance  
  - Long-term and short-term disability insurances  
  - Leave accruals  
  - Retirement contributions  
  - Planning for Retirement and Information for Retirees  
  - Medical leaves of absences, Family Medical Leave, FMLA  
  - Premium payroll deductions and billing  
  - Affordable Care Act (ACA) Form 1095-C  
  - Life Events such as marriage/divorce, birth or adoption, death of family member  
  - Annual Open Enrollment

### Payroll Specialists
- Matt Lamson  
- Jessica Bauer  
  - Email: swspayroll@maine.edu  
  - Tel 973-3320  
  - Payroll processing including printing and mailing checks  
  - Garnishment and levy questions  
  - Time & Labor Security and dynamic groups  
  - Retro Distributions, Suspense Account Reconciliations, Encumbrances  
  - Paycheck replacements, lost, stolen  
  - Direct deposit rejections  
  - New hire email notifications  
  - Overpayments  
  - Non-residents, Foreign National Information Form, Form 8233  
  - Time Entry & Approval, managing exceptions  
  - Production of Year End forms such as Form W-2 and Form 1042-S for non-residents  
  - Raise processing: across-the-board increases  
  - IRS, Maine and other state, local and municipality tax reporting  
  - Moving/Relocation Expense Reimbursements

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### Forms/paperwork Submission (See How to Submit Paperwork, Forms and Spreadsheets for details):
- Payroll forms  
- Data Entry  
- PeopleSearch updates  
- Persons of Interest  
- Form W2 reissues  
- Emergency Off-Cycle check requests  
- Paycheck questions  
- General deductions

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### Moving/Relocation Expense Reimbursements
| Human Resources Information Systems | • [hris@maine.edu](mailto:hris@maine.edu)  
• Tel 581-5853 | • HR Reporting and query questions  
• Board of Trustee Reports - Workforce Profile, Turnover  
• Freedom of Information Act requests  
• Union dues and Union Rosters  
• Affirmative Action reporting  
• IPEDS (HR)  
• HR Security |
| --- | --- | --- |
| • Mikel Leighton  
• James Clark | | |

| Recruitment Operations | • [linda.boody@maine.edu](mailto:linda.boody@maine.edu)  
• Tel 780-5385 | • HireTouch Setup and Security  
• Technical support - HireTouch integration  
• Recruitment project implementation  
• Onboarding activity guide  
• Search process training and documentation |
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<tr>
<td>• Linda Boody</td>
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