Human Resources Operations Knowledge Base

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.

Support and Help
How-to
FAQ
Forms
News

Self Help Search and Support
We’re here to help!
Submit your inquiry: /servicedesk/customer/portal/13
Book an appointment: https://umspayroll.youcanbook.me
Attend Webinar: Webinar Series and Training Opportunities

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- How-To Articles
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- HR Operations Standard Operating Procedures
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Blog Posts
- Blog: Electronic Forms are ready! created by April A Strowbridge
  Human Resources Operations Jan 26, 2022
- Blog: Administrative Holidays Dec. 23 and Dec. 30 created by
  April A Strowbridge Human Resources Operations Dec 20, 2021
- Blog: MaineStreet Human Resources Maintenance - December 15 created by
  April A Strowbridge Human Resources Operations Dec 13, 2021

Recent Updates
Human Resources Operations Knowledge Base
about 14 hours ago • updated by Susan Spencer • view change
How to Process e-Authorizations (Student Employment Walkthrough Guide)
yesterday at 12:22 PM • updated by Ryan Jordan • view change
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yesterday at 9:02 AM • updated by Jessica Bauer • view change

HR Operations Service Guide- Contact Information
Direct your inquiries as follows for the best service:

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<tr>
<th>Team Members</th>
<th>Contact Information</th>
<th>Areas of Coverage</th>
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<tbody>
<tr>
<td>Senior Director of HR Operations • Kristine Leblanc, MS, MA, PMP</td>
<td>• Email <a href="mailto:kleblanc@maine.edu">kleblanc@maine.edu</a>  • Tel.: 262-7944 (desk) 409-9993 (mobile)</td>
<td>• Escalated issues  • Process Improvement Ideas  • Feedback</td>
</tr>
</tbody>
</table>
| **Director of HR Operations** | • Email aprilm@maine.edu  
|  | • Tel.: 262-7934 (desk) 356-1094 (mobile) |
| **HR Records Management (Payroll)** |  
| • Faculty  
|  | • Ali Bedard  
|  | • Nancy Jackson  
| • Salaried  
|  | • Rick Tyler  
|  | • Carlene Harmon  
| • Hourly  
|  | • Donnie Sorey  
| • Student  
|  | • Brenda Foran - Graduate Assistants  
|  | • Freylis Bileck  
|  | • Ryan Jordan  
| • Generalist  
|  | • Lori A. Smith  
|  | • Joshua St. Louis  
| **Inquiries:** |  
| • Submit your inquiry: /servicedesk/customer/portal/13  
|  | • Book an appointment: https://umspayroll.youcanbook.me  
|  | • Web www.maine.edu/payroll  
|  | • Email payroll@maine.edu  
|  | • Tel 581-9104  
|  | • Option 1: Student inquiries  
|  | • Option 2: Faculty  
|  | • Option 3: Hourly & Salaried  
|  | • Option 4: Employment Verification  
|  | • Option 5: All other inquiries  
|  | • Fax 561-3456 |
| **Forms/paperwork Submission (See How to Submit Paperwork, Forms and Spreadsheets for details):** |  
| **Employee Benefits Center** |  
| • Karla Varnum, EBC Manager  
|  | • Fred Meserve, Manager of Benefits & Wellness  
|  | • Tammie Perez  
|  | • Ann Remick  
|  | • Zachary Breton  
|  | • Kristin Hurd  
|  | • Kathryn Powers  
| • Web www.maine.edu/benefits and https://mycampus.maine.edu/group/mycampus/benefits  
|  | • Email benefits@maine.edu  
|  | • Tel 973-3373  
|  | • Fax 561-3454  
| **Payroll Specialists** |  
| • Matt Lamson  
|  | • Jessica Bauer  
| • Email swspayroll@maine.edu  
|  | • Tel 973-3320  
| **Payroll** |  
| • Payroll forms  
|  | • Data Entry  
|  | • PeopleSearch updates  
|  | • Persons of Interest  
|  | • Form W2 reissues  
|  | • Emergency Off-Cycle check requests  
|  | • Paycheck questions  
|  | • General deductions  
|  | • Tax withholding  
| **Human Resources Information Systems** |  
| • James Clark  
|  | • Susan Spencer  
|  | • Jacob Foster  
| • Email hris@maine.edu  
|  | • Tel 581-5853  
| **HR** |  
| • 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  
| **Human Resources** |  
| • 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  
|  | • Combined Charitable Appeal (CCAUE)  
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<tr>
<th>Recruitment Operations</th>
<th>Email <a href="mailto:hiretouch@maine.edu">hiretouch@maine.edu</a></th>
<th>HireTouch Setup and Security</th>
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</thead>
<tbody>
<tr>
<td>• James Clark</td>
<td></td>
<td>• Technical support - HireTouch integration</td>
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<tr>
<td>• Susan Spencer</td>
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<td>• Recruitment project implementation</td>
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