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.

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- Blog: Special Retirement Incentive for Faculty 2022-2023 created by April A Strowbridge Human Resources Operations Apr 07, 2022

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HR Operations Service Guide- Contact Information
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| Senior Director of HR Operations | • Email kleblanc@maine.edu  
  • Tel.: 581-5855 | • Escalated issues  
  • Process Improvement Ideas  
  • Feedback |
<p>| Kristine Leblanc, MS, MA, PMP | | |</p>
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<td>• April Strowbridge</td>
<td>• Payroll forms&lt;br&gt; • Data Entry&lt;br&gt; • PeopleSearch updates&lt;br&gt; • Persons of Interest&lt;br&gt; • Form W2 reissues&lt;br&gt; • Emergency Off-Cycle check requests&lt;br&gt; • Paycheck questions&lt;br&gt; • General deductions&lt;br&gt; • Tax withholding</td>
<td>• Submit your inquiry: /servicedesk/customer/portal/13&lt;br&gt; • Book an appointment: <a href="https://umspayroll.youcanbook.me">https://umspayroll.youcanbook.me</a>&lt;br&gt; • Web <a href="http://www.maine.edu/payroll">www.maine.edu/payroll</a>&lt;br&gt; • Email <a href="mailto:payroll@maine.edu">payroll@maine.edu</a>&lt;br&gt; • Tel 581-9104&lt;br&gt; - Option 1: Student inquiries&lt;br&gt; - Option 2: Faculty&lt;br&gt; - Option 3: Hourly &amp; Salaried&lt;br&gt; - Option 4: Employment Verification&lt;br&gt; - Option 5: All other inquiries&lt;br&gt; • Fax 561-3456</td>
</tr>
<tr>
<td><strong>HR Records Management (Payroll)</strong></td>
<td>• Faculty&lt;br&gt; - Ali Bedard&lt;br&gt; - Nancy Jackson&lt;br&gt; • Salaried&lt;br&gt; - Rick Tyler&lt;br&gt; - Carlene Harmon&lt;br&gt; • Hourly&lt;br&gt; - Donnie Sorey&lt;br&gt; • Student&lt;br&gt; - Brenda Foran - Graduate Assistants&lt;br&gt; - Freylis Bileck&lt;br&gt; • Generalist&lt;br&gt; - Lori A. Smith</td>
<td>• Medical, dental and vision insurance benefits&lt;br&gt; • Life and accidental death and dismemberment insurance&lt;br&gt; • Long-term and short-term disability insurances&lt;br&gt; • Paid Leave&lt;br&gt; • Retirement contributions&lt;br&gt; • Planning for Retirement and Information for Retirees&lt;br&gt; • Medical leaves of absences, Family Medical Leave, FMLA&lt;br&gt; • Premium payroll deductions and billing&lt;br&gt; • Affordable Care Act (ACA) Form 1095-C&lt;br&gt; • Life Events such as marriage/divorce, birth or adoption, death of family member&lt;br&gt; • Annual Open Enrollment</td>
<td>• Web <a href="http://www.maine.edu/benefits">www.maine.edu/benefits</a> and <a href="https://mycampus.maine.edu/group/mycampus/benefits">https://mycampus.maine.edu/group/mycampus/benefits</a>&lt;br&gt; • Email <a href="mailto:benefits@maine.edu">benefits@maine.edu</a>&lt;br&gt; • Tel 973-3373&lt;br&gt; • Fax 561-3454</td>
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<tr>
<td><strong>Employee Benefits Center</strong></td>
<td>• Karla Varnum, EBC Manager&lt;br&gt; • Fred Meserve, Manager of Benefits &amp; Wellness&lt;br&gt; • Tammie Perez&lt;br&gt; • Ann Remick&lt;br&gt; • Zachary Breton&lt;br&gt; • Kristin Hurd&lt;br&gt; • Kathryn Powers</td>
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Human Resources Partner
Contact your HR Partner for inquiries not related to those shown below.

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Email: kleblanc@maine.edu  
Tel.: 262-7944 (desk) 409-9993 (mobile) | Escalated issues  
Process Improvement Ideas  
Feedback |
| Director of HR Operations | April Strowbridge  
Email: aprilm@maine.edu  
Tel.: 262-7934 (desk) 356-1094 (mobile) | 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 |
| 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 | 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  
Tax withholding |
| 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 | Medical, dental and vision insurance benefits  
Life and accidental death and dismemberment insurance  
Long-term and short-term disability insurances  
Paid Leave  
Retirement contributions  
Planning for Retirement and Information for Retirees  
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Premium payroll deductions and billing  
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Annual Open Enrollment |
| Payroll Specialists | Matt Lamson  
Jessica Bauer | Email: swspayroll@maine.edu  
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