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

Self Help Search and Support

We're here to help!

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Virtual Suggestion Box

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- Blog: Payroll Deadlines for Fiscal Year 2022 created by April A Strowbridge Human Resources Operations Jul 01, 2022
- Blog: FY23 Raise Processing created by April A Strowbridge Human Resources Operations Jun 23, 2022
- Blog: Special Retirement Incentive for Faculty 2022-2023 created by April A Strowbridge Human Resources Operations Apr 07, 2022

Recent Updates

1010.00 Payroll Schedule
about 5 hours ago • updated by Jessica Bauer • view change

0950.00 Preferred Name Usage Policy
Sep 13, 2022 • updated by April A Strowbridge • view change

How to Process Faculty Related Payments via Smartsheet
Sep 12, 2022 • updated by April A Strowbridge • 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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</thead>
</table>
| Senior Director of HR | • Email kleblanc@maine.edu
| Operations            | • Tel.: 581-5855                     | • Escalated issues
|                       | • Kristine Leblanc, MS, MA, PMP      | • Process Improvement Ideas
<p>|                       |                                      | • Feedback                              |</p>
<table>
<thead>
<tr>
<th>Department</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director of HR Operations</td>
<td>• April Strowbridge</td>
</tr>
<tr>
<td></td>
<td>• Email <a href="mailto:aprilm@maine.edu">aprilm@maine.edu</a></td>
</tr>
<tr>
<td></td>
<td>• Tel.: 262-7934 (desk) 356-1094 (mobile)</td>
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| HR Records Management (Payroll)   | **Faculty**
|                                   | • Ali Bedard
|                                   | • Nancy Jackson
|                                   | **Salaried**
|                                   | • Rick Tyler
|                                   | • Carlene Harmon
|                                   | **Hourly**
|                                   | • Donnie Sorey
|                                   | **Student**
|                                   | • Brenda Foran - Graduate Assistants
|                                   | • Freylis Bileck
|                                   | **Generalist**
|                                   | • Lori A. Smith                                                                                                                                  |
|                                   | **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          | **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**
|                                   | **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               | **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**
| Human Resources Information Systems | **Email** 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**
|                                   | **Combined Charitable Appeal (CCAUE)**
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Recruitment Operations
- James Clark
- Susan Spencer
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<td>Senior Director of HR Operations</td>
<td>Email <a href="mailto:kleblanc@maine.edu">kleblanc@maine.edu</a></td>
<td>Tel.: 262-7944 (desk) 409-9993 (mobile)</td>
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<tr>
<td>Director of HR Operations</td>
<td>Email <a href="mailto:aprilm@maine.edu">aprilm@maine.edu</a></td>
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<td>Email <a href="mailto:payroll@maine.edu">payroll@maine.edu</a></td>
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<tr>
<td>Salaried</td>
<td>Web <a href="http://www.maine.edu/payroll">www.maine.edu/payroll</a>, Email <a href="mailto:payroll@maine.edu">payroll@maine.edu</a>, Tel 581-9104 Option 1: Student inquiries, Option 2: Faculty, Option 3: Hourly &amp; Salaried, Option 4: Employment Verification, Option 5: All other inquiries Fax 561-3456</td>
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<td>• Susan Spencer</td>
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<tr>
<td>• Email <a href="mailto:hiretouch@maine.edu">hiretouch@maine.edu</a></td>
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<tr>
<td>• HireTouch Setup and Security</td>
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<td>• Technical support - HireTouch integration</td>
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<td>• Recruitment project implementation</td>
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<td>• Onboarding activity guide</td>
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