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
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
Virtual Suggestion Box

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- Webinar Series and Training Opportunities
  Dec 09, 2022 • updated by Freylis Bileck • view change
- 0705.40 COBRA
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- 0520.30 Minimum Wage
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HR Operations Service Guide- Contact Information
Direct your inquiries as follows for the best service:

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| Senior Director of HR Operations | • Email kleblanc@maine.edu
• Tel.: 581-5855 | • Escalated issues
• Process Improvement Ideas
• Feedback |
| Kristine Leblanc, MS, MA, PMP | | |
# Director of HR Operations

- April Strowbridge
  - 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
- **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

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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
- Kathryn Powers

### Inquiries:
- Web www.maine.edu/benefits and https://mycampus.maine.edu/group/mycampus/benefits
- Email benefits@maine.edu
- Tel 973-3373
- Fax 561-3454

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# Payroll Specialists

- Matt Lamson
- Jessica Bauer

### Inquiries:
- Email swspayroll@maine.edu
- Tel 973-3320

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# Human Resources Information Systems

- James Clark
- Susan Spencer
- Jacob Foster

### Inquiries:
- Email hr@hris.maine.edu
- Tel 581-5853

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# Payroll forms
- Data Entry
- PeopleSearch updates
- Persons of Interest
- Form W2 reissues
- Emergency Off-Cycle check requests
- Paycheck questions
- General deductions
- Tax withholding
- Moving/Relocation Expense Reimbursements
- Time & Labor Security and dynamic groups
- Retro Distributions, Suspense Account Reconciliations, Encumbrances
- New hire email notifications
- Raise processing: across-the-board increases

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# Forms/paperwork Submission

(See How to Submit Paperwork, Forms and Spreadsheets for details):

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# 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

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# Payroll processing including printing and mailing checks
- Garnishment and levy question
- Paycheck replacements, lost, stolen
- Direct deposit rejections
- 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
- IRS, Maine and other state, local and municipality tax reporting

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# 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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