Department Responsibilities:
- First point contact for employees and applicants
- Non-resident Aliens
- Employment verification
- Updates basic official employee info on file
- Answers general questions and refers to appropriate HR Specialist for further assistance

Primary Duties – Retirement Specialist
- Individual meetings, NMSU education, retiree benefits
- Retiree benefit reconciliations, billing and enrollment
- Orientation

Primary Duties – Benefit Specialist
- Primary contact for retirees
- Orientation
- Life Claims
- Retirement communications/scanning

Primary Duties – Processor
- Primary contact for benefit programs, e-mail, phone
- Process enrollment forms for all benefits
- Enrollment/Eligibility follow up with employees/vendors
- Benefit reporting (COBRA, State, etc.)

Primary Duties – Leave Specialist
- Leave Management; FMLA processing; LTD claims
- Faculty Care Leave tracking
- LWOP Benefit reconciliations, billing and cancellations
- Leave training

Primary Duties - Leave Support
- FMLA processing
- Intermittent leave tracking
- Primary contact for FMLA@nmsu.edu

Primary Duties – ACA Compliance
- Manage tracking of worked hours for variable employees based on measurement/stability periods
- Communication of non-compliance with relevant departments
- Manage coding of employees for IRS reporting under ACA
Department Responsibilities

- Administrative Systems & Processes: Business and finance systems such as Banner, Cognos, E-Hire and other systems designed specifically for NMSU business functions.
- Career Development: Resources and strategies that effectively help employees strengthen their competencies and manage their career at NMSU.
- Technology, Web and Online Curriculum Development: Online learning modules and tutorials; management and support of web-based, streamed or technology captured learning events; business application updates or new roll-out trainings.
- Administration of Training Central, the NMSU training administration system.
- Leadership Development: Management essentials for both new and experienced supervisors and managers.
- General Compliance, Policies & Procedures: Workshops on benefit programs offered by NMSU, rights afforded employees under federal and state laws, and Human Resources policies and procedures.

Employment Duties:
- Hiring process:
  - Online Job Postings
  - Hiring Toolkits
  - Background Checks
  - Employment Verification
  - Form I-9s
  - Reclassifications
  - New Position Requests
  - Position Reporting Changes
  - Additional Compensation

Compensation Duties:
- Classification Descriptions
- Compensation Guidelines
- Market Analysis
- Reorganizations
- Position Management Oversight

Employee & Labor Relations Department Responsibilities:
- Employee & Supervisor Consultations
- Conflict Resolution
- Behavioral and performance related issues
- Policy violations
- Employee & Labor Relations Grievances/Appeals
- Employee Disciplinary Action/Improvement Plans
- Ethics Point Investigations
- Facilitation/Mediation Assistance
- Labor Relations
  - Union Contract
  - Labor Management Committee
  - General matters and dispute resolution
- Faculty
  - Investigations (guidance) & Corrective Action
  - Non-Renewals of contracts/dismissal
- Layoffs/RIF’s
- Unemployment Claims
- Conflict of Interest Reporting
- Annual Performance Evaluations (Staff)
- Employee Exit Interviews
- Transfer Assistance
- Drug Testing Compliance & Training

CLPD - Training, Skills Development and Support

HR Services Organizational Chart
Last Updated: September 21, 2017