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, email, phone
- Process enrollment forms for all benefits
- Enrollment/Eligibility follow up with employees/vendors
- Benefit reporting (COBRA, State, etc.)

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

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
Organizational Chart

**HR Services**

**Gena Jones**
Assistant Vice President
HR Services

**Elyssa Hernandez**
Admin Assistant, Sr
HR Services

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**Teresa Burgin**
Director
Center for Learning & Professional Development

- Jennifer Gabel
  Univ Training Spec, Sr.
- Vacant
  Univ Training Spec, Assoc
- Vacant
  Univ Training Spec, Inter
- Greg Smart
  Univ Training Spec, Inter

**Abigail Denham**
Director
Employment & Compensation Svcs

- Kathleen Linville
  HR Specialist, Assoc
- Jessica Ulmer
  HR Specialist, Sr
- Stephen Ash
  HR Specialist, Inter
- Cheryl Mason
  HR Specialist, Inter
- Alice Delgado
  HR Specialist, Assoc
- Yesenia Palma-Dominguez
  HR Specialist, Sr
- Michelle Rincon
  HR Specialist, Inter

**Ralph Lucero**
Director
Employee & Labor Relations

- Jason Castillo
  HR Specialist, Assoc
- Trish Leyba
  HR Specialist, Sr
- Eugenia (Kenna) Carriere
  HR Specialist, Sr

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**Department Responsibilities**

- **Employment & Compensation Services**
  - **Employment Duties:**
    - Hiring process:
      - Faculty, Staff, Students, and Temporary Faculty, Exempt & Non-Exempt
      - Online Job Postings
      - Hiring Toolkits
      - Onboarding
      - Background Checks
      - Employment Verification
      - New Employee Onboarding
      - Personnel file maintenance
      - Form l-9s
      - Hiring Foreign National Employees
  - **Compensation Duties:**
    - Reclassifications
    - New Position Requests
    - Modification of Position
    - Position Reporting Changes
    - Additional Compensation
    - Classification Descriptions
    - Compensation Guidelines
    - Market Analysis
    - Reorganizations
    - Position Management Oversight

- **CLPD- Training, Skills Development and Support**

- **Employee & Labor Relations**
  - 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

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*Last Updated: June 19, 2018*