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

HR Service Center

Christina Mendez
HR Operations Tech

Joseph Almaguer
HR Operations Tech

HR Service Center

Armando Molina
Director
Benefit Services

Kel Jeager
Inter. HR Specialist

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

Antonia Lavor
Senior HR Specialist

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

Primary Duties – ACA Compliance & I-9 Administration
- 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
- Oversee the University I-9 Employment Eligibility Verification process

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.)

Elyssa Hernandez
Admin Assistant, Sr
HR Services

Gena Jones
Assistant Vice President
HR Services

Donna Ottaviano
HR Specialist, Sr
HR Services

Lorrie Terrones
HR Operations Tech

Ashley Legarreta
Associate HR Specialist

Vacant
Inter. HR Specialist

Benefit Services
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:
  • 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 I-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