



Employee Services FAQ Contact List

Below is a list of topics on which employees frequently have questions, as well as a primary contact person for each topic. Please understand that there will be times when the primary contact person listed will need to refer the question to another person in order to provide the employee with the best possible answer. If, at any time, an employee feels that they are not getting a timely response to an inquiry, or if an employee does not know to whom to refer their question, please let your supervisor know so the supervisor can provide direction or assistance.

Please note that this document is updated periodically throughout the year. Please visit <https://www.mcminnvilleoregon.gov/hr> for the most updated version.

- Page 1-2: **Insurance, Benefits, & Leave**
- Page 3: **Pay & Financial topics**
- Page 3: **Employee relations & policies**
- Page 4: **Technology issues & troubleshooting**
- Page 4: **Miscellaneous**

This is a searchable document; if you are looking for a certain topic, we recommend using ctrl + F to find what you need.

TOPIC	DEPARTMENT	CONTACT PERSON	EMAIL	LINKS OR NOTES
Insurance & Benefits (health, dental, vision, VEBA's, life, long-term disability)	Human Resources	Vicki Hedges	vicki.hedges@mcminnvilleoregon.gov	Please see the City HR benefits information page for all benefits packets and flyers
Other employee benefits (example: Parks & Rec. pass, BeyondWell)	Human Resources	Amy Miles	amy.miles@mcminnvilleoregon.gov	
AFLAC	Human Resources	Vicki Hedges OR AFLAC	vicki.hedges@mcminnvilleoregon.gov	AFLAC agent's contact information: Joe Foxley - (907) 982-7828 or joseph_foxley@us.aflac.com

Employee Assistance Program (EAP)	Human Resources - <i>Please see notes</i>	Vicki Hedges	vicki.hedges@mcminnvilleoregon.gov	Cascade Centers EAP Services, Call: (800) 433-2320; Text: (503) 980-1777; Email: info@cascadecenters.com Website: www.cascadecenters.com click "Member Log-In", register as a new user, for company name enter: CIS
Retirement (PERS, ICMA, Nationwide)	Finance	Chris Secrist OR representative (<i>please see notes</i>)	chris.secrist@mcminnvilleoregon.gov	Nationwide-: Charles Yu- (503) 997-3412 or charles.yu@nationwide.com MissionSquare: Laramy Ayers- 800-669-7400 or LCAyers@missionsq.org PERS Member Services- (888) 320-7377 or www.oregon.gov/pers
Leave (Vacation, Sick, Military, Jury Service, Bereavement, Leave Without Pay, FMLA, OFLA. Leave Donation)	Human Resources	Vicki Hedges	vicki.hedges@mcminnvilleoregon.gov	Please review the Protected Leave Packet for additional information Please see the Leave Donation Policy . To request a donation, or donate leave, please login to your NEOGOV account
Leave accrual balances	Finance OR Pay Stub OR eSuite Portal	Chris Secrist	chris.secrist@mcminnvilleoregon.gov	www.mcminnvilleoregon.gov/hrportal
Workers Compensation, Injury, Accident, Incident, Near Miss	Human Resources AND Employee's supervisor	Amy Miles	amy.miles@mcminnvilleoregon.gov	Please see the Injured Worker Packet . Please notify supervisor right away in the event of a work incident
Reemploying PERS retirees	Human Resources	Vicki Hedges	vicki.hedges@mcminnvilleoregon.gov	Please see the policy HERE

W-4	Finance	Chris Secrist	chris.secris@mcminnvilleoregon.gov	
Direct Deposit	Finance	Chris Secrist	chris.secris@mcminnvilleoregon.gov	
eSuite Portal <i>(W-2, paystubs)</i>	www.mcminnvilleoregon.gov/hrportal Finance	Chris Secrist	chris.secris@mcminnvilleoregon.gov	www.mcminnvilleoregon.gov/hrportal <i>Please contact Chris Secrist for password resets and questions</i>
Questions about paycheck	Employee's Supervisor			
Bonuses <i>(longevity & sick)</i>	Finance	Chris Secrist	chris.secris@mcminnvilleoregon.gov	
Income verification	Finance	Bobbie McKaig	bobbie.mckaig@mcminnvilleoregon.gov	
Salary schedules	<i>Please see notes</i>			<i>Please see the updated salary schedules</i>

Employee Handbook	Human Resources	Vicki Hedges	vicki.hedges@mcminnvilleoregon.gov	<i>Please see the updated Employee Handbook</i>
Advice about co-worker or supervisor issues	Human Resources - <i>please see notes</i>	Vicki Hedges	vicki.hedges@mcminnvilleoregon.gov	<i>Depending on employee's comfort level, the employee's supervisor, department head, another department head, City Manager, City Attorney, HR Director, or EAP</i>
Department/coworker complaint, harassment or discrimination report	Human Resources - <i>please see notes</i>	Vicki Hedges	vicki.hedges@mcminnvilleoregon.gov	<i>Depending on comfort level, the employee's department head, another department head, City Manager, City Attorney, HR Director</i>
Employee Newsletter	Community Engagement Coordinator	Noelle Amaya	noelle.amaya@mcminnvilleoregon.gov	
ERC & kudos	ERC Committee	Jason Hight	jason.hight@mcminnvilleoregon.gov	<i>Please click HERE to submit kudos</i>

NEOGOV troubleshooting & questions	Human Resources	Amy Miles	amy.miles@mcminnvilleoregon.gov	
NEOGOV employee training	Human Resources	Amy Miles	amy.miles@mcminnvilleoregon.gov	
DUO Mobile	IS		ISSTAFF@mcminnvilleoregon.gov	
NewWorld troubleshooting & questions	Finance	<i>Please see notes</i>	<i>Please see notes</i>	<p>Chris Secrist - HR/PR chris.secrist@mcminnvilleoregon.gov</p> <p>Bobbie McKaig - PO's, receivables bobbie.mckaig@mcminnvilleoregon.gov</p> <p>Crystal Wooldridge - Budget Crystal.Wooldridge@mcminnvilleoregon.gov</p> <p>Ronda Gretzon - Access issues, journal entries (GL) ronda.gretzon@mcminnvilleoregon.gov</p>

Job descriptions & classification, pay equity	Human Resources	Vicki Hedges	vicki.hedges@mcminnvilleoregon.gov	
Building concerns & hazard reporting	Employee's supervisor OR Safety Committee OR David Renshaw	David Renshaw	david.renshaw@mcminnvilleoregon.gov	Link HERE for the hazard report form created by the City Safety Committee for anonymous hazard reporting
Public Service Loan Forgiveness (PSLF) verification form/signature	Finance	Chris Secrist	chris.secrist@mcminnvilleoregon.gov	
Bilingual test certification	Human Resources AND Employee's supervisor	Amy Miles	amy.miles@mcminnvilleoregon.gov	Please review the Bilingual Pay Incentive Policy
Address change	Employee's supervisor			Please let your supervisor know if there is a change to your home/ mailing address
Name change	Human Resources	Vicki Hedges	vicki.hedges@mcminnvilleoregon.gov	Please login to your NEOGOV account & fill out the name change request form