

# We're moving...

**Or, actually, some of us are moving  
and some are staying.**



*Administrative  
Operations*

## We'll still be easy to find!

### New Downtown Offices and UPC Service Center

To accommodate an immediate need for academic space on the University Park campus, several offices within the Administrative Operations Division will be relocating July 1, 2003. Many of our staff will be moving to offices in the California Plaza building in downtown Los Angeles.

On August 1, a University Park campus service center will be opened in the Figueroa Building, adjacent to the Employee Relations Office and the Office of Equity and Diversity. The service center will house staff from Benefits Administration and Payroll Services who will continue to provide document intake and the same level of convenient access to front desk services. The center also will house meeting space for downtown staff to maintain a regular schedule of meetings and appointments with constituents on campus and provide a convenient drop-off/pick-up location for our downtown offices.

During the month of July, while the Figueroa Building is being renovated, the Benefits Administration front desk will continue to be located in Stonier Hall, Room 203 and the Payroll Services intake desk will continue to be located in Stonier Hall, Room 100. Documents and completed forms for Personnel Services and Compensation may be dropped off at the Payroll Services desk in Stonier Hall, Room 100.

We are committed to making certain this move does not adversely affect the services we provide to employees and departments. There will be regular campus mail delivery downtown, regularly scheduled tram service, and frequent courier service of paperwork between the downtown location and the UPC service center, the HSC Personnel Services and Payroll offices, and other university offices.

If you have any concerns regarding your service needs, please call (213) 821-6293 before July 1 or (213) 437-1800 after July 1.

# Who Does What and Where



## The Downtown Offices

effective July 1, 2003

One California Plaza  
300 South Grand, Suite 1100

### Division Office

(213) 437-1800  
Fax (213) 437-1816  
CPB 1100, Mail Code 8106

The Administrative Operations division encompasses a variety of service departments, which include those that facilitate the development and communication of all university policies; investigation, mitigation and resolution of employee complaints; advisement on matters of university employment policy and compliance with federal and state employment law related to staff employees; counseling, enrollment in, and administration of employee benefit plans; provision of university-subsidized child care; and delivery of payroll services.

Janis B. McEldowney, Associate Senior Vice President  
(213) 437-1803  
Hilda Bernard, Executive Secretary (213) 437-1800

### Benefits Administration

[www.usc.edu/benefits](http://www.usc.edu/benefits)  
[benefits@usc.edu](mailto:benefits@usc.edu)  
(213) 740-6027  
CPB 1100, Mail Code 1264

This office is responsible for the administration of all benefits for benefits-eligible employees, including counseling (at either the downtown office or the UPC Service Center) regarding Tuition Assistance, COBRA, and retirement plan enrollment or loan applications.

Awilda P. Bregand, Director (213) 437-1842  
Lyn Miller, Assistant Manager (213) 437-1821  
Theresa Aparicio, Program Manager, Non-Exempt Staff Retirement (213) 437-1831  
Marie Manning, Retirement Specialist, Faculty and Exempt Staff Retirement (213) 437-1835  
Valerie Sneed, Retirement Specialist, Faculty and Exempt Staff Retirement (213) 437-1833  
Antonio Carranza, Benefits Counselor (213) 437-1834  
Kevin Johnson, Benefits Counselor (213) 437-1839

### Payroll Services

[www.usc.edu/payroll](http://www.usc.edu/payroll)  
[payroll@usc.edu](mailto:payroll@usc.edu)  
(213) 740-8855  
CPB 1100, Mail Code 1263

Payroll Services is responsible for university compliance with federal and state law and university policy regarding compensation payments and tax withholding and reporting. It issues close to 300,000 payments to employees each year. The office processes the paperwork for new employees, changes in employment, and termination. It provides employment verifications and maintains central personnel files. Payroll Services works primarily with your home department coordinator.

Vivian Chiang, Director

### Personnel Services—University Park Campus

Personnel Services (213) 437-1811  
Compensation (213) 437-1815  
CPB 1100, Mail Code 8106

UPC Personnel Services advises departments on employment policies and procedures, staff compensation, disciplinary/termination actions, accommodation of disabilities issues, and other related services. This office reviews all involuntary terminations on the University Park campus. The Compensation Office is part of UPC Personnel Services and reviews all requests to recruit for staff positions, reclassifications, and exceptions to salary administration guidelines on the University Park campus. Compensation also conducts salary surveys for the university. It provides advice on the selection of job descriptions and conducts position audits on the University Park campus.

Sharon Haymond, Director  
Kathy Muche, Manager, Compensation Office  
Olivia Atterberry, Compensation Personnel Assistant  
Jose Garcia, Home Department Coordinator  
Patricia Gonzales, Budget Analyst  
Gloria Orozco, Administrative Assistant

### Policy Development and Communication

[www.usc.edu/policies](http://www.usc.edu/policies)  
(213) 437-1819  
CPB 1100, Mail Code 8106

This office coordinates the process of developing and communicating policy for the university. It also provides communication support for all offices in the division through the creation and production of both paper and electronic communications, including Web sites.

Linda Clingerman, Director

### Retirement Plan Administration

(213) 437-1813  
CPB 1100, Mail Code 8106

Retirement Plan Administration evaluates retirement products and services, coordinates the introduction of new products and services to employees, and develops effective ways to deliver retirement education and communications to program participants. This office is responsible for reviewing retirement plan documents for compliance with both Internal Revenue Service regulations and university policy to assure continuance of tax-qualified status.

Debra Fabanish, Director



## University Park Campus

Figueroa Building, 3535 South Figueroa Street

### Administrative Operations UPC Service Center

opens August 1, 2003

Benefits Main Phone (213) 740-6027

Benefits Main Fax (213) 740-3875

benefits@usc.edu

www.usc.edu/benefits

Payroll Main Phone (213) 740-8855

Payroll Main Fax (213) 740-3051

Payroll Employment Verification (213) 740-2742

payroll@usc.edu

www.usc.edu/payroll

Although much of the division's service is handled by telephone, fax and e-mail, the UPC service center will continue to provide the same level of convenient access to front desk services for benefits and payroll. Many forms and answers to questions about payroll and benefits are available on their Web pages. Documents to and from our downtown offices can be dropped off or picked up at the service center and will be delivered by our own courier several times a day.

**Benefits, FIG 201, Mail Code 1264**

**Walk-In Hours, 9:00 a.m. to 4:30 p.m.**

Karen Orange, Benefits Assistant (213) 740-5929

Melissa Venegas, Benefits Assistant (213) 740-6035

Rosie Tellez, Benefits Counselor (213) 740-9843

**Payroll, FIG 109, Mail Code 1263**

**Walk-In Hours, 8:30 a.m. to 4:30 p.m.**

Virginia Gonzalez, Payroll Representative

(213) 740-8855

### Employee Relations

(213) 740-7734

FIG 208, Mail Code 1267

The Employee Relations Office facilitates impartial and timely dispute resolution of workplace complaints made by staff employees. The office manages the Staff Complaint Procedure, which serves as an appeals process for complaints by staff.

LeVetta Hudson, Director

### Equity and Diversity

(213) 740-5086

FIG 202, Mail Code 1261

The Office of Equity and Diversity investigates complaints by faculty, staff and students who believe themselves to be harmed by unfair treatment, sexual harassment, discrimination and harassment related to issues that have protected class status. The office represents the university to government agencies on those same matters.

Linda E. Nolan, Director

### Child Care Programs

2716 Severence Street

(213) 743-2446

ABA 100, Mail Code 7760

Child Care Programs provides a university-subsidized, high-quality child care program for benefits-eligible faculty, staff, and students enrolled full time. The University Park program accommodates children from six weeks of age through sixth grade. The administrative offices are located at the child care facilities adjacent to the University Park campus.

Laurel Ross, Director



## Health Sciences Campus

### Payroll Services—Health Sciences Campus

Main Telephone (323) 442-2775

Fax (323) 442-3549

Payroll Employment Verification (213) 740-2742

PMB A-300, Mail Code 9050

The Payroll Services Office on the Health Sciences campus provides intake of payroll forms and delivery of checks and advice slips to employees on the Health Sciences campus through your home department coordinator.

Georgia Kinne, Payroll Representative

### Personnel Services—Health Sciences Campus

(323) 442-1010

KAM 409, Mail Code 9030

HSC Personnel Services performs the functions of both a benefits office and personnel office on the Health Sciences campus. HSC Personnel Services advises departments on employment policies and procedures, staff compensation, disciplinary/termination actions, and accommodation of disabilities issues. This office reviews all involuntary terminations, all requests to recruit for staff positions, reclassifications, and exceptions to salary administration guidelines on the Health Sciences campus and advises departments on the selection of job descriptions. This office also is responsible for the administration of all benefits for benefits-eligible employees on the Health Sciences campus, including establishing eligibility for the employee and dependents, enrollment, status changes, and counseling.

Maria E. Chacon, Director (323) 442-1010

Lanie Motley, Associate Director (323) 442-1010

Corina Franco, Administrative Assistant

(323) 442-2579

Cecilia Melendres, Immigration Specialist

(323) 442-1841

Mari Missaelian, Benefits Counselor (323) 442-2315

Lisa Trujillo, Benefits Counselor (323) 442-2316

### Child Care Programs

2250 Alcazar Street

(213) 743-2446, Administrative Office

(323) 442-3333, Health Sciences Program

CCC, Mail Code 9077

Child Care Programs provides a university-subsidized, high-quality child care program for benefits-eligible faculty, staff, and students enrolled full time. The Health Sciences program accommodates children from six weeks through five years of age.

Laurel Ross, Director (213) 743-2446



USC Administrative Operations  
Office of the Associate Senior Vice President  
Mail Code 0019  
(213) 821-6293