



**WHO TO CALL OR E-MAIL IN
THE HUMAN RESOURCES OFFICE**

PHONE: 302- 739-9901 FAX: 302-739-7571

All HR staff members interpret, explain, and apply applicable state and federal laws, merit rules, regulations, policies and procedures *within their areas of expertise*. All HR staff may provide recommendations, guidance and direction to management, employees or applicants for the purpose of understanding, meeting organizational and operational goals and objectives and identifying/resolving problems/needs.



Susan Lee,

Human Resources Specialist III (Acting HR Manager)

Applicant, Classification, Compensation and Employee Services Section (ACCESS)

302-739-9048

Susan.Lee@state.de.us

Susan manages this section and works with hiring managers and division HR liaisons to recruit, promote, reclassify and hire full-time employees. She may serve on selection interview panels. She processes temporary promotions, dual incumbencies, voluntary demotions, advanced hire requests and prepares salary analyses and a variety of associated reports. She reviews and approves job postings, interview questions, and interview panels. Susan makes employment offers for all merit new hires and prepares the hiring letter and Personnel Action Form. She evaluates and processes Critical Reclassifications and Position Establishments. Susan reviews Career Advancement Program (CAP) packages and all career ladder promotion packages, recommending approval or denial to Directors. She also serves as the Department Coordinator for the Commercial Driver's License (CDL) Drug and Alcohol Testing Program and serves on the statewide Job Evaluation Committee. She also handles Pension Applications and meetings with retirees.



Joanne Caiola,

Seasonal

302-739-9047

Joanne.Caiola@state.de.us

Joanne is the first person you see when you enter HRO. She answers phones, greets visitors, opens and distributes mail, maintains all the fulltime/seasonal personnel files and provides clerical assistance to the Training and Development, Benefits and ACCESS sections. Joanne assists the HR staff as needed including PHRST data entry, working with the Benefits Sections and various other duties as assigned.



Patricia Spratley,

Senior Human Resources Technician

Applicant, Classification, Compensation and Employee Services Section (ACCESS)

302-739-9046

Patricia.Spratley@state.de.us

Patricia provides information, procedures and guidance on the application process to applicants and employees. She evaluates applications and prepares response letters to applicants. Patricia prepares postings and newspaper advertisements and prepares, issues and maintains referral lists and registers. Patricia coordinates and oversees Subject Matter Expert (SME) reviews. She coordinates CDL random drug and breath alcohol testing. She handles billing for newspaper advertisements and billing for the CDL Drug and Alcohol Testing Program.



Laura Henry,
Human Resources Specialist III
Labor and Employee Relations
302-739-9051

Laura.Henry@state.de.us

Laura manages the Labor and Employee Relations section and advises in all areas of employee performance/accountability, labor relations, AA/EEO issues as well as the disciplinary and grievance processes. More complex questions in these areas can be discussed with Laura. She is also responsible for reviewing employee performance reviews/plans Department-wide.



Cathy Johnson,
Human Resources Specialist I
(Benefits Section)
All Employees
302-739-9049

Cathy.Johnson@state.de.us

Cathy serves as a Benefits supervisor who assists employees and supervisors regarding leave issues such as sick, vacation, military leave, floating holidays, donated leave, short term disability, FMLA and Workers' Compensation. She manages the administration of department's personal healthcare insurance programs to include Medical, Dental, Prescription, Eye care, and Blood Bank Insurance, and the Workers' Compensation, Short term Disability, Donated Leave and FMLA programs. She provides information, procedures and guidance to supervisors and liaisons on all related issues pertaining to benefits and eligibility, alternate schedules and oversees the Benefits technician on new hire orientations and pension processing. Cathy also is responsible for the PHRST Change Management Program; she currently serves as the Department's PHRST Coordinator.



Karen Hoffman,
Senior Human Resources Technician
(Benefits Section)
A-L Employees
[302-739-9044](tel:302-739-9044)

Karen.Hoffman@state.de.us

Karen serves as a Benefits liaison for employees, assisting those questions regarding leave issues such as sick, vacation, floating holiday and holiday leave. She provides information, procedures and guidance on all related issues pertaining to benefits and eligibility, as well as conducting new hire orientations and processing pensions. Karen also assists employees with direct deposits; W-4's and addresses changes. She maintains all service dates for employees and is also responsible for the Department Service Awards Program. She determines quarterly whom is eligible for the various five year incremental awards and then coordinates the ordering, selection, and delivery of each individual award.



Michele Reed,
Human Resources Technician
(Benefits Section)
M-Z Employees
[302-739-9052](tel:302-739-9052)

Michele.Reed@state.de.us

Michele serves as a Benefits liaison for employees, assisting those questions regarding leave issues such as sick, vacation, floating holiday and holiday leave. She provides information, procedures and guidance on all related issues pertaining to benefits and eligibility, as well as conducting new hire orientations and processing pensions. Michele also assists employees with direct deposits; W-4's and addresses changes. She maintains all service dates for employees and is also responsible for the Department Service Awards Program.

Positions Vacant as of 12/5/2012

Vacant

Human Resources Manager I
Planning and Policy Development
[302-739-9050](tel:302-739-9050)

This person is responsible for departmental HR-related planning, policy development and maintenance, organizational development as well as overseeing management of the respective sections defined below. They are available to provide technical guidance and direction to managers on human resource issues and strategies. Any unique or highly complex situations would be appropriate to discuss with this person. This person participates as a member of the Senior Staff Policy and Strategic Development Team and also participates on several HR-related State committees.

Vacant

Administrative Specialist II
[302-739-9043](tel:302-739-9043)

This person will be the administrative support for the Human Resources Manager and the Affirmative Action Officer/Recruiter. They are the supervisor of the Administrative Specialist I. They will assist the Benefit section in clerical support/data management regarding Workers' Compensation Claims and Employment Verifications.

Vacant

Administrative Specialist I

This is the first person you see when you enter HRO. They answers phones, greet visitors, opens and distributes mail, maintains all the fulltime/seasonal personnel files and provides clerical assistance to the Training and Development, Benefits and ACCESS sections. This person assists the HR staff as needed including PHRST data entry, working with the Benefits Sections and various other duties as assigned.

Vacant - Training and Development

Welcome from your DNREC HRO!!!!