



THE H. R. RECORD

A publication of Human Resources, UM-St. Louis - March 1999

WELCOME! NEW EMPLOYEES

- *Kevin Adams, Manager, TeleCommunity Center
- *Brett Blume, KWMU, Radio Producer
- *Susan Brickey, University Police, Dept. Assistant
- *Tanya Brown, University Relations, Dept. Assistant
- *Darnetta Carter, Gerontology, Dept. Assistant
- *Gloria DeClue, Univ. Relations, Development Officer
- *Susan Fitzsimmons, Cont. Ed., Sr. Coordinator
- *Barbara Kirchoff, Communication, Sr. Secretary
- *Thomas Kyle, Campus Computing, Dept. Assistant
- *Kevin Lavery, KWMU, Radio Producer
- *Stephen Littleton, MAMTC, Project Coordinator
- *Amy McHugh, Athletics, Asst. Coach Women's Softball
- *Michael Murphy, Campus Computing, Dept. Assistant
- *Osuna Rammaha, Custodial Services, Supervisor
- *Daniel Tuck, ITC, Audiovisual Apprentice
- *Joyce Tunstall, General Services, Mail Carrier
- *Jennifer Walters, ITC, Audiovisual Apprentice
- *Terry Williams, International Studies, Sr. Coordinator

New employees, if you need assistance please contact Human Resources (Peter Heühaus, Director). For help with initial orientation or new hire paperwork, contact John Tighe, ext. 5381. For questions concerning benefits, contact Joann Westbrook, ext. 5639. For help with payroll, contact Errol Benson, ext. 5803. For questions about policy, contact Deborah Burris at ext. 6843 For exit interviews, contact Alicia Thier at ext. 5258.

PROMOTIONS/TRANSFERS

Otis Brown, Term Service to Mover, U.C.
Jennifer Budak, Term Service to Preschool Aide, Child Devel.
Kaliantha Darden, Dept. Asst. to Finc. Aid Advisor, Finc. Aid
Kenneth Davis, Oper. Mgr. to Production Mgr., KWMU
Latonya Hughes, Dars Spec., Strengthening Institutions Prog.
Carolyn Jones, Dept. Assistant, from Univ. Rel. to Continuing Education
Michelle Lockett, from P/T to F/T, Custodial Services
Tangalayer Lowe, Dept. Asst., from Cont. Ed. to Registration
Dennis Opfer, MSA to Mech. Trades Spec., Facilities Services
Angela Wise from TCC to Campus Computing, Micro Supp. Spec.

RETIREMENTS

- *Carol Beckenholdt, Admin. Assoc. I, T. J. Library
- *Ellen Clippard, Admin. Assoc. I, Behavioral Studies
- *David Gerin, Assoc. Professor, Chemistry
- *Linda McDaniels, Inform. Specialist, Campus Computing
- *Sharon Mercer, Supervisor, University Bookstore
- *Frederick Thumin, Professor, Business
- *Virginia Workman, Librarian III, Library

TAX DEFERRED ANNUITY (TDA) PROGRAM

How can you make money and avoid taxes? Do what 35% of your colleagues already do - participate in the University's Tax Deferred Annuity (TDA) Program. If you don't, you may be compromising your future. Don't miss out on this exceptional opportunity.

Experts say people need an income level at retirement that equals at least 80% of their current income. But, according to the Department of Labor, for half of all people retiring now, Social Security benefits plus company pension will replace less than 60% of their present income. Will you be able to live on a 40% cut in income when you retire?

The younger you are, the harder it is to set aside money from your current paycheck toward retirement contributions. But every year you delay can have a major impact. Consider the following example from HR Magazine:

A 35-year old who starts contributing \$167 per month into a TDA plan with a 10% rate of return will have \$361,000 when he or she retires at age 65, but if the individual waits just one year to start making the same contribution, he or she will have only \$326,000 at age 65, a cost of \$35,000 for the delay.

It makes sense to do this through your employer rather than on your own because the money you set aside is contributed on a pre-tax basis. You don't pay the taxes until you retire and start receiving the income. In other words, if you contribute \$100 per month, and you're in a 28% tax bracket, your net income goes down by \$72 or less. So a \$100 contribution each month costs you no more than \$72 in take home pay and will earn substantially more than \$100 (earnings histories are available from most TDA providers).

The University offers employees more than 25 different investment companies to choose from. We can't advise you on which company to choose, or what type of investments to make - only you can decide the risks and rewards you want with your money. No rate of return is guaranteed. But overall, history proves that employees who do invest in TDA's are doing themselves a great favor at retirement.

If you are ready to invest, call *Michelle Brandon at ext. 5806* and she will send you a TDA Program Summary and form. The summary gives you information on how to set yourself up for a tax-deferred salary reduction, performance ratings on the participating companies; and overviews of the many different investment options offered by the companies.

TRAINING

REMINDER! There are still openings for managers and supervisors in the following training courses. Registration is on a first come, first serve basis. Call Nancy Draper at ext. 5805 for details.

The Employment Laws,
3/2, 3/9, 3/16
Coaching and Counseling,
3/4, 3/11, 3/18, 4/14, 4/22
Positive Effective Performance Appraisals,
4/7, 4/12, 4/20, 4/27, 4/29, 5/4

MILEAGE REIMBURSEMENT CHANGE

The IRS has announced that its mileage reimbursement rate will drop from 32.5 cents to 31 cents effective April 1, 1999. Consistent with University practice, we will reduce our rate to 31 cents effective April 1, unless the IRS notifies us otherwise about its planned change.

NEW 1999 W-4 FORMS

The new 1999 W-4's are available through Business Services, 201 GSB, or your form distribution location. Please contact *Errol Benson* at 516-5803 if you have questions.

REVIEW YOUR TELEPHONE SKILLS

We are continually reminded of the serious impact that seemingly minor interactions can have on our relationships with others here on campus and on the way the public views UMSL and, as a result, on our ability to recruit and retain students and employees and on our liability, standing and credibility in the community. The most frequent contact that most of us have with others on campus and with the public is on the telephone.

When communicating on the phone, you have less than 10 seconds to create a favorable impression. Here's how you can get off to a good start:

- *Smile - even if the caller can't see it, you improve your voice tone and give your expression an extra lift.*
- *Answer the phone within the first two or three rings.*
- *Clearly state the name of your department as well as your own name.*
- *Review your voicemail greeting to make sure it sounds friendly and helpful.*

When the caller has a question or a request for information:

- *Show genuine concern for the University and the people we serve.*
- *Demonstrate your commitment to going the extra mile to provide high quality service to others.*
- *Develop creative solutions to routine problems.*
- *If the request is for specific information, particularly about students, employees, policies, or finances, make sure the information can be released and that you are authorized to release it.*

Be pro-active in your responses, say:

- *"I will" rather than "I'll try" and "I'll find out" rather than "I don't know"*

When someone calls to complain:

- *Listen with understanding. Show sincere interest and willingness to help.*
- *Find out what the caller wants and restate what the caller tells you to confirm that you understand.*
- *Don't blame others or make excuses. Take responsibility and the initiative to solve the problem as quickly as possible.*
- *Suggest a solution in a positive manner. If the caller doesn't like your solution, ask him or her for an alternative.*
- *Avoid getting into an argument or telling the caller that he or she is wrong. Take a neutral stance; don't indicate agreement with complaints about UMSL, other employees or departments. Be cautious, courteous, considerate and concerned.*

If you have to place the caller on hold:

- *Provide the caller with an accurate estimate of how long he or she will be on hold and whenever possible, give the caller a choice; "Would you mind holding for a few minutes or would you prefer that I call you back?"*

If it is necessary to transfer a call to someone else:

- *Listen carefully to what the caller has to say to determine the specific nature of the call and the best person to respond to it.*
- *Provide the name and phone number of the person to whom you are transferring the call and when possible, alert the person to whom you are transferring the call about the nature of the inquiry so that the caller does not have to repeat his or her request and the person receiving the call can respond faster.*

How you communicate has a lot to do with how others respond to you. So consider whether what you're saying and how you're saying it is helping you to get the result you want, or actually hindering you. Above all, always remember that *you* represent UMSL.

March 1999