

Benefits Roles and Responsibilities

Benefits Assistant:

- Processes retirement packages
- Processes lump sum payments of leave and comp time for separated employees
 - Lump sum questions and documents should be emailed to sm.ap.benefits.ls@usda.gov
- Receives, reviews, and processes FEHB/FEGLI/TSP changes/enrollment forms
- Answers employee questions regarding FEHB/FEGLI/TSP enrollments/changes
- Processes range of personnel actions (SF-52s)

Benefits Specialist:

- Counsels employees about their retirement entitlements
- Works with employees on deposits and redeposits for military/Peace Corps/non-deduction service
- Provides support & information on FEHB/FEGLI issues relating to eligibility, opportunities to enroll/change coverage
- Interprets regulations & provides information on TSP
- Counsels family members and/or designated beneficiaries of deceased employees in any of the above benefits
- Determines the impact of non-pay status on benefit entitlements and provides appropriate notification to employees
- Manages correction of errors

BENEFITS SERVICE PROVIDERS

EFFECTIVE August 11, 2024
BRIAN FLEMING, SECTION CHIEF, 612-336-3621
Benefits SME – Natalie Buckley, 505.313.8063
Benefits Lead Asst. – Vacant

AGRICULTURAL MARKETING SERVICE (AMS)

PROGRAM	SERVICING SPECIALIST		SERVICING ASSISTANT	
Office of the Administrator (PA/CR/LRRS) & CPP (02- 01 & 02-08-40)	Kristi Carrier	612.336.3313	Jaymi Flock	970.494.7065
Cotton & Tobacco (02-08-09)	Kristi Carrier	612.336.3313	Ceasar Walton	612.336.3256
Dairy (02-08-10)	Kristi Carrier	612.336.3313	Ceasar Walton	612.336.3256
Fair Trade Practices Program (FTPP) (02-08-35)	Kristi Carrier	612.336.3313	Ceasar Walton	612.336.3256
Federal Grain Inspection Service (02-08-25)	Michelle Fendrich	612.336.3301	Ceasar Walton	612.336.3256
Livestock & Poultry Program (02-08-74)	Claudia Nochebuena	612.336.3464	Ann Haas	612.336.3246
National Organic Program (02-08-20)	Kristi Carrier	612.336.3313	Ceasar Walton	612.336.3256
Science & Technology (02-08-88)	Kristi Carrier	612.336.3313	Jaymi Flock	970.494.7065
Specialty Crops Program (02-08-15)	Skylar Lund	612.336.3443	Jaymi Flock	970.494.7065
Transportation & Marketing (02-08-45)	Kristi Carrier	612.336.3313	Joshuan Dixon	919.855.7117

ANIMAL AND PLANT HEALTH INSPECTION SERVICE (APHIS)

PROGRAM	SERVICING SPECIALIST		SERVICING ASSISTANT	
Office of the Administrator (34-00)	Claudia Nochebuena	612.336.3464	Ceasar Walton	612.336.3256
OCRDI (34-01)	Rick Corliss	612.336.3627	Ceasar Walton	612.336.3256
Animal Care (34-60)	Kelly Rioux	612.336.3241	Amanda Hawes	612.336.3293
Biotechnology Regulatory Services (34-80)	Rick Corliss	612.336.3627	Joshuan Dixon	919.855.7117
Emergency & Regulatory Compliance Services (34-40)	Claudia Nochebuena	612.336.3464	Joshuan Dixon	919.855.7117
International Services (34-20)	Natalie Buckley	505.313.8063	Natalie Buckley	505.313.8063
Legislative and Public Affairs (34-07)	Rick Corliss	612.336.3627	Ceasar Walton	612.336.3256
MRPBS (34-10)	Kristi Carrier	612.336.3313	Xavier Lindstrom	612.336.3615
Policy and Program Development (34-03)	Skylar Lund	612.336.3443	Joshuan Dixon	919.855.7117
Plant Protection & Quarantine				
– Office of the Deputy Administrator, BES, & EDP (34-30 / 34-30-05/ 34-30-10)	Melissa Keeler	919.855.7015	Joshuan Dixon	919.855.7117
– PEST EXCLUSION & IMPORT PROGRAM (PEIP)(34-30-16)	Melissa Keeler	919.855.7015	Joshuan Dixon	919.855.7117
– Districts 1/3/6/7 (34-30-18-0011 / 0012 / 0013 / 0016 / 0017)	Thomas Upchurch	281.982.2455	Ann Haas	612.336.3246
– Internt. Phytos. Programs (IPMSP) (34-30-15)	Thomas Upchurch	281.982.2455	Ann Haas	612.336.3246
– Science & Technology (ST) (34-30-17)	Melissa Keeler	919.855.7015	Joshuan Dixon	919.855.7117
– Field Ops HQ & Finance Info Resource Mgmt (FIRM) (34-30-18/-0001)	Thomas Upchurch	281.982.2455	Ann Haas	612.336.3246
– Districts 4/5 (34-30-18-0014 / 0015)	Melissa Keeler	919.855.7015	Joshuan Dixon	919.855.7117
– District 2 (34-30-18-0012)	Thomas Upchurch	281.982.2455	Ann Haas	612.336.3246
Veterinary Services (VS)				
– VS-Office of the Dep. Admin. and Diagnostics & Biologics (34-50-00,01 0054)	Kelly Rioux	612.336.3241	Ceasar Walton	612.336.3256
– Strategy and Policy (34-50-60)	Kelly Rioux	612.336.3241	Ceasar Walton	612.336.3256
– Field Operations (FiOps) Districts 1&3, VETS, Ports (34-50-57-0015/0025/0040/0045)	Michelle Fendrich	612.336.3301	Jaymi Flock	970.494.7065
– FiOps/ADA, ASC, Logistics Center, Field Operations (FiOps) Districts 2&4, CFTEP, (34-50-57-0001/0005/0010/0020/0030/0035)	Michelle Fendrich	612.336.3301	Jaymi Flock	970.494.7065
Wildlife Services (WS) (34-70)	Rick Corliss	612.336.3627	Xavier Lindstrom	612.336.3615

PROGRAM	SERVICING SPECIALIST		SERVICING ASSISTANT	
Merit System Protection Board (MSPB)	Natalie Buckley	505.313.8063	Natalie Buckley	505.313.8063

FAX: 612-336-3501