



National Association of Residential Property Managers

NARPM® Management Team

Updated: April 2022

Gail S. Phillips, CAE, Chief Executive Officer (gphillips@narpm.org)

- Oversees all NARPM® operations, serves as Secretary for NARPM® Board of Directors, and is Chief Executive Officer for the organizations
- Handles NARPM Instructors and CRMC's

Rebecca Woodring, Deputy ED and Chapter Support (rwooding@narpm.org)

- Oversees all aspects chapter support on the local and state level.
- Works with RVP's, Chapter Presidents, and RVP Ambassadors.
- Support Chapter events as needed
- Staffs Technology Committee and Sits on Member Services and Women's Council meetings

Shannon Sharples, Member Services Coordinator (ssharples@narpm.org)

- Supports NARPM® membership for both affiliates and professional members.
- Maintain database and the accuracy
- Process Member payment.
- Assists with education courses as needed

Brooke Doty, CMP, Event Planner (bdoty@narpm.org)

- Plans NARPM® National events and handles all aspects of the events that involve working with the facility, volunteers, and vendors.
- Staffs the National Convention and Trade Show, Legislative & Educational Conference, and Broker/Owner Conference & Expo Planning Committees.

Pat Hartline, Graphic Designer (phartline@narpm.org)

- Handles NARPM® Communications needs, including the Residential Resource and all electronic communications.
- Manages the website and staffs the Communications Committee and works with the outside salesperson.

Chere Tonetti, Education Designation Support (ctonetti@narpm.org)

Supports the Professional Development programs of NARPM® to assure that necessary support for the education and designation programs.

- Assists members through the designation application process
- Assists with education courses.

Mel Fournier, Communications (mfournier@narpm.org)

Supports communications efforts for NARPM and works closely with the Marketing Director to ensure that the NARPM name is known throughout the industry.

- Works on putting together videos for NARPM promotions.

Accounting Staff (accounting@narpm.org)

- Prepares monthly financial and oversees all account payables for NARPM®.
- Ensures all accounting policies and procedures are followed.

Tyler Craddock, Governmental Affairs Director (tcraddock@narpm.org)

- Managers the Governmental Affairs program for NARPM® and staff the Governmental Affairs Committee.
- Works closely to advocate for NARPM® and the property management industry. Oversees the Day on the Hill program,
- Assists chapters in educating on issues affecting Property Management
- staffs the NARPM® PAC Trustees and is the primary contact for all Governmental Affairs and NARPM® PAC matters.
- Handles NARPM Advocacy Fund

Troy Garrett, Governmental Affairs Director (tgarrett@narpm.org)

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- Assists chapters in educating on issues affecting Property Management
- staffs the NARPM® PAC Trustees and is the primary contact for all Governmental Affairs and NARPM® PAC matters.
- Assists in supporting the NARPM Advocacy Fund

John Broadway, Regulatory Advisor (jbroadway@narpm.org)

- Works closely with the Governmental Affairs Director to support the Governmental Affairs program and NARPM® PAC.