



National Association of Residential Property Managers

NARPM® Management Team

Updated: November 2023

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.
- Manages day to day operations for NARPM.
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Blake Hegeman, Chief Operating Officer (bhegeman@narpm.org)

- Attend all NARPM National events and work closely with the CEO.
- Work with the NARPM Professional Development team
- Assist in growing services that are provided to NARPM.
- Assist staff who are struggling to meet deadlines.
- Back-up the CEO as needed.

Rebecca Woodring, Deputy Executive Director/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.

Victoria Hecht, Public Relations & Digital Media Director (vhecht@narpm.org)

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

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

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

Karen Gould, Event Planner (kgould@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.

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.

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)

- Manages 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)

- Supports the Governmental Affairs program for NARPM® and staff the Governmental Affairs Committee.
- Works closely to advocate for NARPM® and the property management industry. Supports 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.
- 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.