



National Association of Residential Property Managers

## NARPM® Management Team

Updated: July 2023

### **Gail S. Phillips, CAE, Chief Executive Officer ([gphillips@narpm.org](mailto:gphillips@narpm.org))**

- Oversees all NARPM® operations, serves as Secretary for NARPM® Board of Directors, and is Chief Executive Officer for the organizations.
- Supports the NARPM Instructors and CRMC program.

### **Rebecca Woodring, Chapter Support ([rwooding@narpm.org](mailto: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](mailto:vhecht@narpm.org))**

- Handles NARPM® Communications needs, including the Residential Resource and all electronic communications.
- Maintains all social media communications
- Managers the NARPM community

Manages the website and staffs the Communications Committee and works with the outside

### **Shannon Sharples, Member Services Coordinator ([ssharples@narpm.org](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto:tgarrett@narpm.org))**

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- 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](mailto:jbroadway@narpm.org))**

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