



National Association of Residential Property Managers

## NARPM® Management Team

Updated: January 2024

### **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.
- Manages day-to-day operations for NARPM®.
- Attends all NARPM® National events.
- Works with the National Instructors.
- Staff Nominating, Finance, and Professional Development Committees.
- Serves as Treasurer for the NARPM® PAC.

### **Blake Hegeman, Chief Operating Officer ([bhegeman@narpm.org](mailto:bhegeman@narpm.org))**

- Attends all NARPM® National events.
- Works with the NARPM® Professional Development team.
- Assists in growing services that are provided to NARPM®.
- Assists staff who are struggling to meet deadlines.
- Supports the CEO as needed.

### **Rebecca Woodring, CAE, Deputy Executive Director/Chapter Support Manager ([rwoodring@narpm.org](mailto:rwoodring@narpm.org))**

- Oversees all aspects of Chapter support on the local and state level.
- Works with Regional Vice Presidents (RVPs), RVP Ambassadors, and Chapter Presidents.
- Supports National events that support the chapters, as needed.
- Staffs Technology Committee and Women's Council of Property Managers.

### **Victoria Hecht, Public Relations & Digital Media Director ([vhecht@narpm.org](mailto:vhecht@narpm.org))**

- Handles NARPM® Communications and Marketing needs, including the Residential Resource and all electronic communications.
- Maintains all social media communications and provides on-site event coverage at National events.
- Manages NARPM® Community and website.
- Staffs Communications Committee and works on external marketing.
- Oversees podcast and video production.

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

- Supports all classes of NARPM® membership.
- Maintains database and accuracy.
- Processes Member payments.
- Staffs Member Services Committee.
- 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, Capitol Summit event, and Broker/Owner Conference & Expo Planning Committees.
- Manages other NARPM® National events as assigned.

- Works with hotels for National Board of Directors meetings for logistics.

**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 hosting virtual education courses.
- Assists with membership applications as needed.

**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 staffs the Governmental Affairs Committee.
- Works closely to advocate for NARPM® and the property management industry. Supports Day on the Hill program.
- Assists Chapters in educating on issues affecting Property Management.
- Staffs the NARPM® Governmental Affairs Committee and NARPM® PAC Trustees.
- Primary contact for NARPM® Governmental Affairs Committee, Federal Subcommittee, Policy and Research Subcommittee, NARPM® PAC, Key Contacts Team, Atlantic Region, Southeast Region, and Central Region

**Troy Garrett, Governmental Affairs Director ([tgarrett@narpm.org](mailto: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. Oversees the Day on the Hill program.
- Assists Chapters in educating on issues affecting Property Management.
- Assists with staffing the NARPM® Governmental Affairs Committee and NARPM® PAC.
- Assists in supporting the NARPM® Advocacy Fund.
- Primary contact for: State and Local Community, Legislative portion of Capitol Summit, NARPM® Advocacy Fund, Northwest Region, Pacific Region, Pacific Islands Region, and Southwest Region

**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.