

CHIEF EXECUTIVE OFFICER

Terry Storm

Basic Functions: Serve as the Chief Executive Officer of the Pikes Peak Association of REALTORS® (PPAR) and REALTOR® Services Corporation (RSC).

- Responsible to the PPAR and RSC Board of Directors for the effective conduct of the affairs of the Association as a partner with the Chairman of the Board in providing the leadership for the Association. Recommends and participates in forming the Association mission, goals, objectives, and related policies. Plans, organizes, coordinates, controls and directs the staff, programs, and activities of the Association.
- Assures that objectives are attained, plans are fulfilled and member needs are met. Maintains effective internal and external relationships. Through leadership and management, achieve economical, productive performance, forward-looking programming, and constructive growth of the Association.

ADMINISTRATIVE SERVICES:

DIRECTOR OF ADMINISTRATION

Anne Marie Smith

Basic Function: Assist the CEO in the planning, development and implementation of organizational and management goals. Maintain and administer personnel management encompassing administration, training, EOE, and salary reports. Indoctrinate new employees to PPAR and RSC. Obtain maximum utilization of staff by clearly defining their duties, establishing performance standards, conducting performance reviews, and recommending fair, competitive salaries. Recruit, interview, hire, train, motivate, supervise and evaluate all administrative staff. Develop and/or maintain governing documents for the Association to include PPAR Board of Director Minutes, Governance Policies, Strategic Plan and Protection and Recovery Plan. Develop and/or maintain policies and procedures for the Association to include the Administration Team Manual, Job Descriptions, Operations Manual, and Personnel Handbook.

EDUCATION COORDINATOR

Verna Barnes

Primary/General Responsibilities:

- 1 Plan and develop the education courses and seminars that meet the needs of the general membership.
- 2 Coordinate education class schedule with the instructors, CAR, and the master calendar.
- 3 Maintain education records.

MEMBERSHIP COORDINATOR

Vidya Maksyn

Primary/General Responsibilities:

1. Maintain thorough understanding of Rapattoni Member Records.
2. Ensure that all membership applications are processed in a timely manner.

MEMBERSHIP COORDINATOR

Patti Phelps

Primary/General Responsibilities:

1. Maintain a thorough understanding of Rapattoni member records.
2. Ensure that all membership applications are processed in a timely manner.
3. Ensure accuracy of annual dues transmittals to NAR and CAR.
4. Maintain records administration including timely reporting per NAR and CAR requirements.

MEMBER SERVICE REPRESENTATIVES

Sheri White

Primary/General Responsibilities:

1. Serve as console/switchboard operators.
2. Inventory control of all forms, items and supplies sold.

FINANCIAL SERVICES:

CHIEF FINANCIAL OFFICER

Lynn Damewood

Basic Function: Responsible for the treasury and accounting functions for the following entities/organizations: PPAR, RSC, WCR, RCIS, "430 Fund" and all real property owned by the Association and the REALTOR® Services Corporation. Formulate and recommend policies on banking, receipt and disbursement of funds, extension of credit, fiscal and accounting matters. Development of standard accounting, analysis and reporting procedures, and for exercise of overall financial control. Supply management any and all financial information necessary for making policy decisions for the Association. Computation and timely payment of all taxes and any leasehold or contractual obligations. Supervise accounting functions: budgeting, cost accounting, general accounting, accounts receivable, accounts payable (including payroll), etc. Develop Association benefit programs such as life insurance, health and accident insurance, CEO non-qualified deferred compensation plan, employee 401(K) plan and maintain records as necessary for benefit implementation. Supervise membership functions: accuracy of membership database, processing new and terminated memberships and membership changes and provision of ethics and orientation training. Develop and recommend new and improved policies and plans with regard to employee benefits. Recruit, interview, hire, train and motivate accounting and membership staff. Obtain maximum utilization of staff by clearly defining their duties, establishing performance standards, conducting performance reviews and recommending fair, competitive salaries.

ACCOUNTING COORDINATOR

Lynn Hammond

Primary/General Responsibilities:

1. Maintain thorough understanding of Rapattoni member records, inventory, and accounts receivable.
2. Maintain thorough understanding of Solomon Accounts Payable.
3. Ensure accuracy of payment of invoices and sales taxes.
4. Maintain cross-training of Accounts Receivable Coordinator duties.

PROFESSIONAL STANDARDS COORDINATOR

Linda Littlefield

Primary/General Responsibilities:

1. Coordinate Ethics and Arbitration complaints.
2. Maintain the Volunteer REALTOR® Program (VRP) program.
3. Coordinate the Institute of Real Estate Management (IREM) activities.
4. Communicate with inactive/suspended members/participants for key returns.

ACCOUNTS RECEIVABLE COORDINATOR

Nancy Reiley

Primary/General Responsibilities

1. *Maintain thorough understanding of Rapattoni accounts receivable.*
2. Ensure accuracy of monthly RSC and PPAR billings.
3. Ensure accuracy of posting of payments, refunds and adjustments.
4. Maintain cross-training of Accounting Coordinator duties.

LOCKBOX AND KEY COORDINATOR/ MEMBER SERVICE REPRESENTATIVE

Sheila Sawyckj

Primary/General Responsibilities:

1. Provide friendly, courteous, professional and efficient member service to PPAR and RSC members/participants.
2. Be knowledgeable of the products and services provided by PPAR and RSC, especially with Supra products and services.

GOVERNMENT SERVICES:

GOVERNMENT AFFAIRS DIRECTOR

Clarissa Arellano

Basic Functions: Coordinate the efforts of the Association's Government Affairs and Media Relations. Meet member needs by organizing, planning, and coordinating activities. Suggest procedures and provide ideas to accomplish the goals and objectives established by the Board of Directors and the Strategic Plan. Ensure that the Association maintains a high, non-partisan profile in the political communities of El Paso and Teller Counties. Establish and maintain working relationships with members of media outlets to include print, TV, radio,

and internet for the purposes of advancing the presence of REALTORS® in the Pikes Peak Region.

GOVERNMENT AFFAIRS ASSISTANT

Michele Van Metre

Primary/General Responsibilities:

1. Assist the Government Affairs Director and committee chairs to carry out the objectives of the Government Affairs.
2. Coordinate special events, manage the computer databases and, perform record keeping and administrative functions.
3. Coordinate public relations press conferences i.e. webinars; manage the development and design of government affairs and public relations websites, related newsletters and publications.
4. Maintain positive interaction with membership, other organizations, and elected officials.

INFORMATION TECHNOLOGY SERVICES

DIRECTOR OF INFORMATION TECHNOLOGY

Scott Wardlow

Primary/General Responsibilities: Provide technology vision and leadership to the organization by developing and implementing communications and information technology (IT) initiatives and plans that improve the organizations effectiveness and security. Utilize technology in new and creative ways as well as ensuring the continuous delivery and operation of all communication and information technology systems. Provide strategic and tactical planning, development, evaluation, and coordination of the communications and information technology systems. Coordinate the integration of data, information, and communications systems and serve as the catalyst for new systems development.

HELP DESK ADMINISTRATOR

Shane Stutzman

Primary/General Responsibilities:

1. Perform a variety of computer systems administration and support tasks including analyzing , constructing, documenting, testing, maintaining, troubleshooting and supporting of PC hardware, operating systems, software applications and peripherals for the organization.
2. Exercise judgment and decision making in the diagnosis and resolution of computer hardware and software.
3. Coordinate with Director of IT when issues prove difficult.
4. Track all support issues, problems and asset requests in Service Desk.

REAL ESTATE INFORMATION SERVICES:

**REALTOR® SERVICES CORPORATION
DIRECTOR OF SERVICES**

Robin Waller

Basic Functions: Plans, organizes, directs, implements and controls the daily operations of RSC, a wholly-owned subsidiary of PPAR. Responsible for the effective operation of the PPMLS, PPCIE, County Records, and KIM computer systems to ensure that they are state-of-the art, and provide services to meet member needs as defined in the Strategic Plan. Operates within the approved annual budget. Studies market trends, evaluates current income and expense reports, makes projections and recommends price/pricing structure changes. Recruits, interviews, hires, trains, motivates, supervises, and evaluates all RSC staff. Obtains maximum utilization of staff by clearly defining their duties, establishing performance standards, conducting performance reviews and recommending fair, competitive salaries.

**SENIOR APPLICATION PROGRAMMER ANALYST/
TECH SUPPORT REPRESENTATIVE**

David Bills

Primary/General Responsibilities:

1. Programming: Develop and maintain object oriented application programs using development tools and languages, including program specifications, procedural steps, and report layouts and testing.
2. Technical Support: Assist Participants to enable them to access computer services provided through or in conjunction with the PPMLS and PPCIE. Support includes answering questions relating to the use of the application programs, Internet browsers, printers, modems, or other peripheral equipment. Support is also provided for Supra display keys and lockboxes, Realist County Records, and ppar.net email.

**COMPUTER TRAINER/
TECHNICAL SUPPORT REPRESENTATIVE**

Peggy Ferron

Primary/General Responsibilities:

1. Training: Conduct regular hands-on classes to support the PPMLS and PPCIE applications.
2. Technical Support: Assist Participants to enable them to access computer services provided through or in conjunction with the PPMLS and PPCIE. Support includes answering questions relating to the use of the application programs, Internet browsers, printers, modems, or other peripheral equipment. Support is also provided for Supra display keys and lockboxes, Realist County Records, and ppar.net email.

**SENIOR APPLICATION PROGRAMMER ANALYST/
TECH SUPPORT REPRESENTATIVE**

Jennifer Forbes

Primary/General Responsibilities:

1. Programming: Develop and maintain object oriented application programs using development tools and languages, including program specifications, procedural steps, and report layouts and testing.
2. Technical Support: Assist Participants to enable them to access computer services provided through or in conjunction with the PPMLS and PPCIE. Support includes answering questions relating to the use of the application programs, Internet browsers, printers, modems, or other peripheral equipment. Support is also provided for Supra display keys and lockboxes, Realist County Records, and ppar.net email.

TECHNICAL SUPPORT REPRESENTATIVE

Jordan Lamb

Primary/General Responsibilities:

1. Technical Support: Assist Participants to enable them to access computer services provided through or in conjunction with the PPMLS and PPCIE. Support includes answering questions relating to the use of the application programs, Internet browsers, printers, modems, or other peripheral equipment. Support is also provided for Supra display keys and lockboxes, Realist County Records, and ppar.net email.

TECHNICAL SUPPORT REPRESENTATIVE

Buddy Price

Primary/General Responsibilities:

1. Technical Support: Assist Participants to enable them to access computer services provided through or in conjunction with the PPMLS and PPCIE. Support includes answering questions relating to the use of the application programs, Internet browsers, printers, modems, or other peripheral equipment. Support is also provided for Supra display keys and lockboxes, Realist County Records, and ppar.net email.

**TECHNICAL SUPPORT REPRESENTATIVE/
COMPUTER TRAINER**

Carol Quick

Primary/General Responsibilities:

1. Technical Support: Assist Participants to enable them to access computer services provided through or in conjunction with the PPMLS and PPCIE. Support includes answering questions relating to the use of the application

programs, Internet browsers, printers, modems, or other peripheral equipment. Support is also provided for Supra display keys and lockboxes, Realist County Records, and ppar.net email.

2. Training: conduct regular hands-on classes to support the PPMLS and PPCIE applications.

**WEB DESIGNER/ADMINISTRATOR/
TECHNICAL SUPPORT REPRESENTATIVE**

Gil Sandoval

Primary/General Responsibilities:

1. Develop and maintain web application programs using development tools and languages, including program specifications, procedural steps, report layouts, and testing.
2. Work with RSC Director of Services to identify, submit, test and implement PPMLS programming changes. Continually monitor vendor progress to ensure publish deadlines are met.
3. Technical Support: Assist Participants to enable them to access computer services provided through or in conjunction with the PPMLS and PPCIE. Support includes answering questions relating to the use of the application programs, Internet browsers, printers, modems, or other peripheral equipment. Support is also provided for Supra display keys and lockboxes, Realist County Records, and ppar.net email.