

Name E-Mail Address	Ext.	Job Title and Description
Diane Ruggiero, CAE dianerug@msn.com	308	Chief Executive Officer - Responsible for the oversight of HMLS including finance, organizational operation, sales, marketing, customer service and carrying out policies of the Board of Directors.
Cathy Holefelder cathyh@heartlandmls.com	309	Chief Operating Officer & IT Director - Responsible for the day to day operation of HMLS. Also responsible for the development, implementation and maintenance of technology programs and services.
Barbara Dart bdart@heartlandmls.com	305	Director of Administrative Services - Responsible for accounting and human resources for HMLS and KCRAR.
Sue Talcott stalcott@heartlandmls.com	307	Administrative Assistant - Responsible for penalties and assisting the CEO and COO.
Cortney Harper charper@heartlandmls.com	300	Receptionist/Member Services – Responsible for directing incoming calls to staff.
Christy Tays ctays@heartlandmls.com	304	Membership Clerk - Responsible for membership.
Sharon Arnett sharon@heartlandmls.com	303	Accounts Receivable Clerk - Responsible for accounts receivable and answering user billing questions.
Debra Gordon dneal1@heartlandmls.com	318	Accounting Assistant - Responsible for accounts receivable and answering user billing questions.
Michelle Polston michellep@heartlandmls.com	327	Accounting Receivable Clerk – Responsible for HMLS & KCRAR billing and assisting with accounts receivable for both organizations.
Lori Baker Lori@hearlandmls.com	315	Accounting Assistant – Assists with accounting. Responsible for answering user billing questions.
Marlo Koehly Marlo@heartlandmls.com	331	Accounting Assistant – Responsible for accounts payable and answering user billing questions for HMLS & KCRAR.
John Hatfield jhatfield@heartlandmls.com	302	Director of Education - Responsible for customer training.
David Ingram ingramdi@heartlandmls.com	312	Member Services - Responsible for listing input, deliveries to offices, photos and the digitization process.
Bryan Weber bryanw@heartlandmls.com	317	Customer Service/Delivery - Responsible for weekly pick-up and delivery for member offices.
Patti Sesto psesto@heartlandmls.com	311	Director of Communications - Responsible for customer service relating to products and services provided by Heartland MLS.
Elaina Lueker elueker@heartlandmls.com	310	Technical Representative - Responsible for user equipment questions, system usage questions and diagnostics.
Sherry McGrath SMcGrath@heartlandmls.com	326	Technical Representative - Responsible for user equipment questions, system usage questions and diagnostics.
Rob Wagoner rwagoner@heartlandmls.com	360	Quality Assurance Specialist – Responsible for participating in quality reviews on software prior to delivery.
Joshua Darnell jdarnell@heartlandmls.com	330	Enterprise Solutions Architect – Responsible for the Heartland MLS Web system.