

Name E-Mail Address	Ext.	Job Title and Description
Diane Ruggiero, CAE dianerug@msn.com	426	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	444	HMLS Senior Vice President - 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	427	Vice President Financial Services/Human Resources - Responsible for accounting and human resources for HMLS & KCRAR.
Sue Talcott stalcott@heartlandmls.com	437	Administrative Assistant - Responsible for penalties, rules compliance, staff support for the Board of Directors and assisting the CEO and Senior Vice President.
MerriAnne Merlo merriannem@kcrar.com	400	Receptionist/Member Services – Responsible for directing incoming calls to HMLS and KCRAR staff.
Christy Tays ctays@heartlandmls.com	413	Membership Coordinator - Responsible for membership.
Sharon Arnett sharon@heartlandmls.com	430	Accounts Receivable Clerk - Responsible for accounts receivable and answering user billing questions.
Debra Gordon debra@heartlandmls.com	429	Accounting Assistant - Responsible for accounts receivable and answering user billing questions.
Michelle Payne michellep@heartlandmls.com	424	Accounts Receivable Coordinator – Responsible for HMLS & KCRAR billing and assisting with accounts receivable for both organizations.
Lori Baker Lori@hearlandmls.com	431	Accounting Services – Assists with accounting. Responsible for answering user billing questions.
Marlo Koehly Marlo@heartlandmls.com	428	Accounting Assistant – Responsible for accounts payable and answering user billing questions for HMLS & KCRAR.
John Hatfield jhatfield@heartlandmls.com	443	HMLS Technical Education Coordinator - Responsible for customer training and system usage questions.
David Ingram ingramdi@heartlandmls.com	423	HMLS Data Accuracy/Facilities Manager - Responsible for listing accuracy and facilities.
Patti Dauer pdauer@heartlandmls.com	438	Member Outreach Manager - Acts as the liaison and spokesperson for HMLS & KCRAR to brokerage firms and agents to promote awareness of the organizations' programs, services and products.
Elaina Lueker elueker@heartlandmls.com	440	HMLS Customer Support - Responsible for user equipment questions, system usage questions and diagnostics.
Sherry McGrath SMcGrath@heartlandmls.com	439	HMLS Customer Support - Responsible for user equipment questions, system usage questions and diagnostics.
Rob Wagoner rwagoner@heartlandmls.com	442	HMLS Data Services Manager – Responsible for participating in quality reviews on software prior to delivery.