

Executive Department:

The Executive Department focuses on Communication between the Board of Directors/Leadership, Staff, Participant/Members, Subscribers, Shareholders, Wholesale MLS Accounts, and Consumers. Duties of the Executive Department include:

- Conducting regularly scheduled meetings with individual Directors and Shareholder EO's.
- Distribute a summary of the AE's Office Visits Reports to Board of Directors.
- Conduct refresher orientation to the Board of Directors.
- Always have printed material available for distribution to Board of Directors.
- Facilitates IDX/RETS agreements with membership.
- **Contact Information:** Jennifer Welch – Executive Assistant. (216) 485-4100, ext. 4150.

Membership & Finance Departments:

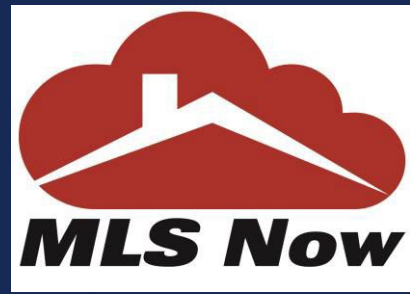
The Membership & Finance Departments focus on the established relationship between MLS Now and its membership. Duties of the Membership & Finance Department include:

- **Membership:**
 - Ensure that membership changes that are received by us are processed within one business day.
 - Assist membership with welcome information and instruct them on how to perform MLS Now Membership functions.
 - Ex. Completing Roster Change Requests, Requesting Listing Authorization, or adding unlicensed support staff.
 - **Contact Information:** Membership Department. (216) 485-4100, ext. 4143.
- **Finance:**
 - Oversee Broker/Agent Dues payment.
 - **Contact Information:** Billing Department. (216) 485-4100, ext. 4142.

Quality Assurance & Customer Service Department:

The Quality Assurance & Customer Service Department focuses on the cooperation between the MLS Now membership and the MLS Now Rules & Regulations. Duties of the QA & CS Department include:

- Provide accurate data with monthly QA & CS Statistics and inform the MLS Now membership on the health of the industry.
- Offer additional Rules and Quality Assurance training in cooperation with boards.
- Notify membership of any violations or errors within agents' listings and work to correct these violations.
- **Contact Information:** QA & CS – Quality Assurance & Customer Service Department. (216) 485-4100, ext. 4141.



Education & Customer Service Department:

The Education & Customer Service Department focuses on the continued training of MLS Now users and to provide technical support with easy-to-follow instructions and solutions for the membership's needs. Duties of the Education Department include:

- Educates MLS Now membership on basics of using the MLS and more complex features.
- Provide reeducation opportunities for seasoned agents.
- Outreach through social media.
- Promote MLS Now vendors and vendor services to membership.
- Work in cooperation with the boards to promote to the public the importance of the MLS and Realtors that use the MLS.
- Offer additional training in cooperation with boards.
- Take part in association tradeshow and other activities as appropriate.
- **Contact Information:** Education Department – Help Desk. (216) 485-4100, ext. 4140.

MLS Now Department Directory:

Executive Department:

- Garry Marsoubian - CEO: (216) 485-4100, ext. 4121.
- Jennifer Welch – Executive Assistant: (216) 485-4100, ext. 4150.
- Heidi Ewing – Account Executive: (216) 485-4100, ext. 4109.
- Karen Jackson-Green – Receptionist: (216) 485-4100, ext. 4107.
- Dan Canterna - MLS Media & Communications Coordinator: (216) 485-4100, ext. 4119
- Cole Cooper – Team Support & Media Coordinator: (216) 485-4100, ext. 4126.

Membership & Finance Department:

- Lori Dean – Senior Membership Coordinator: (216) 485-4100, ext. 4104.
- Keith Seager – Bookkeeper & Data Analyst: (216) 485-4100, ext. 4103.

Quality Assurance & Customer Service Department:

- Dianna Caraballo – Senior Quality Assurance Coordinator: (216) 485-4100, ext. 4125.
- Patty Dietz – Quality Assurance Coordinator: (216) 485-4100, ext. 4153.
- Stacey Althans – Quality Assurance Coordinator: (216) 485-4100, ext. 4127.
- Judy Bisson – Quality Assurance Coordinator: (216) 485-4100, ext. 4130.

Education & Customer Service Department:

- Dean Klunzinger – Education & Customer Service Manager: (216) 485-4100, ext. 4114.
- Tracy McNeil – Account Executive: (216) 485-4100, ext. 4118.
- Daniel Jones – Account Executive: (216) 485-4100, ext. 4112.
- Wendy Oberholtzer – Account Executive: (216) 485-4100, ext. 4110.
- Tom Bauch – Account Executive: (216) 485-4100, ext. 4111.
- Jay Laboe - Customer Support Representative: (216) 485-4100, ext. 4129.