



Departmental Staff and Primary Duties

Executive Staff

Thomas M. Skiba, CAE
Chief Executive Officer
(703) 970-9266
tskiba@caionline.org

Bruce A. Townsend, CPA
Chief Financial Officer
(703) 970-9264
btownsend@caionline.org

Dawn M. Bauman, CAE
Senior Vice President, Strategic Initiatives
Executive Director NBC-CAM
(703) 970-9235
dbauman@caionline.org

Crystal L. Wallace, IOM, CAE
Vice President, Membership and Chapter Relations
(703) 970-9231
cwallace@caionline.org

Andrew S. Fortin, Esq.
Vice President, Government & Public Affairs
(703) 970-9224
afortin@caionline.org

David Jennings, CAE, SPHR
Vice President, Education
Executive Director of Research Foundation
(703) 970-9234
djennings@caionline.org

Frank Rathbun
Vice President, Communications and Marketing
(703) 970-9239
frathbun@caionline.org

Executive Office

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tskiba@caionline.org

Dawn M. Bauman, CAE
Senior Vice President, Strategic Initiatives
(703) 970-9235
dbauman@caionline.org

- Research, development and coordination of special projects/strategic initiatives
- Staff liaison Business Partners Council

Jennifer Flynn
Director, Governance
(703) 970-9244
jflynn@caionline.org

- Administrator for Board of Trustees
- Administrator for Membership Representation Group Boards
- Committees/Task Forces

Chapter Relations

Crystal L. Wallace, IOM, CAE
Vice President, Membership and Chapter Relations
(703) 970-9231
cwallace@caionline.org

- Oversees all activities related to Chapters and Chapter Relations
- Liaison to APCM (Association of Professional Community Managers)
- Liaison to the Large-Scale Manager's Committee
- Oversees all membership and customer service initiatives

Karen T. McMullen
Director, Membership and Chapter Relations
(703) 970-9247
kmcmullen@caionline.org

- Manages Chapter Executive Director Orientation/Training
- Manages Chapter Leadership Training/Education
- Manages Chapter membership campaigns/communications

Sondra Frank
Manager, Chapter Relations
(703) 970-9263
sfrank@caionline.org

- Manage National/Chapter communications
- Manages chapter recertification and chapter award programs
- Liaison to new chapter development and programming

Steven Gonzalez

Intern, Chapter Relations
(703) 970-9281

sgonzalez@caionline.org

- Facilitate chapter requests
- Coordinate end of month membership processing
- Special projects and administrative duties as assigned

Communications/Media Relations/Marketing/Design

Frank Rathbun

Vice President, Communications and Marketing
(703) 970-9239

frathbun@caionline.org

- Media and public relations, industry promotion, reputation management, messaging
- CAI marketing, promotion and research
- Internal industry communications (news releases, *Fast Tracks*, CAI annual report, media statements, industry statistics and research)
- Board member education initiatives
 - Rights and Responsibilities
 - Community Association Governance Guidelines
 - Model Code of Ethics for Community Association Board Members
- External communications (publications, promotional materials)
- Staff liaison, Community Association Volunteers Committee

Debra Lewin

Senior Director, CAI Press
(703) 970-9238

dlewin@caionline.org

- Publications (books) acquisition, development and promotion
- Supervises Newsletter and *Common Ground* Editors
- General support to VP
- Senior editorial/publications staff member in VP's absence

Julie Warren

Newsletter Editor
(703) 970-9246

jwarren@caionline.org

- Development and editorial management of *Community Manager*, *CEO Insights* and *Minutes*
- General editorial support

Cori Canady

Creative Director
(703) 970-9230

ccanady@caionline.org

- Oversees all design and development of the image and branding of CAI including art direction, graphic design, and production; ensures consistent

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design standards for all external communications and serves as quality control checkpoint

- Supervises and directs art, design, layout and production of CAI Press publications, *Common Ground* magazine and *Community Manager* newsletter
- Oversight of visual branding, including the use of CAI logos
- Supervises Assistant Art Director

Mark Mavilia

Assistant Art Director

(703) 970-9254

mmavilia@caionline.org

- Assists creative director with design and production of printed communications
- Primary contact for chapter or member logo requests as well as requests for ad materials

Daniel Brannigan

Editor, *Common Ground*

(703) 970-9233

dbrannigan@caionline.org

- Development and editorial management of *Common Ground*, including magazine web content
- *Common Ground* reprints
- Editorial support to VP

Marc Ingram

Director, Advertising and Exhibit Sales

(703) 970-9253

mingram@caionline.org

- Responsible for contracting all advertising, and Exhibit and Sponsorship for Annual Conference, Law Seminar, CEO-MC Retreat and PMDPs
- General CAI business partner communications and issues

Amy O'Connor

Senior Manager, Marketing

(703) 970-9223

aoconnor@caionline.org

- Promotes CAI events, products and services
- Membership marketing initiatives with VP
- Coordinates marketing schedules, including e-marketing

Jennifer Brown

Communications Specialist

(703) 970-9243

jbrown@caionline.org

- General editorial, marketing and research in support of communications and marketing objectives
- Promotion of selected CAI products and services
- Coordinates production of *Law Reporter*, *Fast Tracks* and *Copyright-Free Newsletter Articles*
- Supports VP, *Common Ground* editor and newsletters editor

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Education & CAI Foundation for Community Association Research

David Jennings, CAE, SPHR

Vice President, Education

Executive Director, Foundation for Community Association Research

(703) 970-9234

djennings@caionline.org

- Leads the education department at CAI, including conferences, designations, and education for managers and homeowners
- Responsible for the operation and advancement of the CAI Research Foundation and its programs

Ann-Marie Johnson, ACA, CAE

Director, Education Operations and Credentialing

(703) 970-9226

amjohnson@caionline.org

- Oversees all activities related to PMDP Education Programs
- Manages CAI National Faculty
- Oversees all CAI designation and accreditation programs

Holly Carson, CMP

Director, Meetings

(703) 970-9240

hcarson@caionline.org

- Oversees all logistics for CAI events, including contracting with all third-party companies (i.e. AV, decorator, expo, etc.)
- Oversees hotel contracts and logistics for all CAI events: the Annual Conference, Law Seminar, CEO-MC Retreat, and assist the host committee for the Large-Scale Workshop
- Works with all volunteer and professional speakers

Jake Gold, CAE

Director, Education

(703) 970-9241

jgold@caionline.org

- Leads the design and development of new CAI education programs, including PMDP courses, webinars, homeowner education, and conference programming.
- Oversees development and management of Foundation programs

Scott Hovis

Education Manager

(703) 970-9262

shovis@caionline.org

- Manages CAI Connect webinar program
- Manages PMDP course and exam updates
- Coordinates several Foundation programs (Bryon Hanke Fellowship, Adopt-A-Library, etc.)

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Carly Reid, CMP
Manager, Meetings
(703) 970-9228
creid@caionline.org

- Responsible for contracting hotels/space for all PMDP courses
- Contracts for all AV, food & beverage, and transportation (if needed) at courses
- Assists with logistics for all meetings and conferences
- Manages (once contracted) exhibitors & sponsors at Annual Conference
- Continuity Legal Education credits – Law Seminar

Vacant Position

Designations Coordinator
(703) XXX-XXXX

- Administer and facilitate AMS and PCAM designation program and the AAMC recognition program.
- Maintain Designations database.
- Administers the PCAM case study

Dawn Cooper
Education Coordinator
(703) 970-9236
dcooper@caionline.org

- Recording and processing grades and correspondence for PMDPs
- Continuing Education Credits

Olympia Carter
Senior Education Coordinator
(703) 970-9257
ocarter@caionline.org

- Administers the M100 home study
- Maintains PMDP registrations and prepares class materials
- Oversees all PMDP weekly notices

Finance and Administration

Bruce A. Townsend, CPA
Chief Financial Officer
(703) 970-9264
btownsend@caionline.org

- Direct Financial operations of CAI, CAI-RF, and NBC-CAM
- Responsible for protection of assets of CAI and affiliates, annual budget, forecasting, financial analysis, annual financial audit, administration of payroll, employee benefits, corporate tax and regulatory compliance, information technology and internal resources

Maranda Jones-Anderson

Director of Accounting

(703) 970-9225

mjones-anderson@caionline.org

- Prepare monthly and year-end financial statements
- Lead financial audit
- Maintain compliance requirements
- Manage Accounts Payable
- Manage Accounts Receivable

Meta Tshilombo, MBA, CIO, PMP

Senior Director, Information Technology

(703) 970-9252

mtshilombo@caionline.org

- Oversee all present and future technology and database integrity
- Manage IT and telephony budget, infrastructure, projects, staff, vendors and contracts
- Provide technical support and training for staff

Jessica Ortiz, PHR

Director, Human Resources

(703) 970-9245

jortiz@caionline.org

- Recruiting and staffing including performance management and improvement systems
- Organizational and space planning
- Employment compliance to regulatory concerns
- Employee orientation, development, training, policy development and documentation
- Employee relations, communication, services and counseling
- Compensation and benefits administration
- Employee safety, welfare, wellness and health

Amy Adler

Senior Manager, Web Projects

(703) 970-9223

aadler@caionline.org

- Posts content and develops web applications for CAI, NBC-CAM and CAI-RF websites
- Provides technical support for websites, including the chapters section of www.caionline.org
- Troubleshoots web-related problems

Yong Wang

Senior Systems/Programmer Analyst
(703) 970-9268

ywang@caionline.org

- Maintain & support network servers
- Manage, maintain and enhance all database applications
- Provide support for the financial management database system
- Assist in the development or integration of new applications using SQL

Aurelia Williams

Senior Manager, Accounts Receivable
(703) 970-9227

awilliams@caionline.org

- Manages Accounts Receivable department, work flow and organization
- Payment Inquiries
- Advertising/Marketing invoicing
- Collections of past due invoices (advertising/marketing)

Rea Vallieres, CAPP

Accounts Payable Manager
(703) 970-9259

rvallieres@caionline.org

- Processes chapter's monthly rebates
- Manages accounts payable

Christopher Cone

Office Administrator/HR Assistant
(703) 970-9229

ccone@caionline.org

- Oversees day to day office operations
- Assists with human resource activities and initiatives
- Payroll and benefits administration

Keona Royal

Senior Accounts Receivable Coordinator
(703) 970-9248

kroyal@caionline.org

- Back-up to Senior Manager
- Education Transactions
- Chapter Overrides/Changes by request
- Cash processing: new members, renewals, registrations, orders

Tawanda Jackson

Accounts Receivable Coordinator
(703) 970-9265

tjackson@caionline.org

- Events Transactions
- Cash processing: new members, renewals, registrations, orders

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Kevin Wallace

Accounts Receivable Coordinator
(703) 970-9249

kwallace@caionline.org

- NBC CAM Transactions
- Cash processing: new members, renewals, registrations, orders

Wally Rios

Mailroom Services Administrator
(703) 970-9267

wrios@caionline.org

- Processes incoming and outgoing mail
- Fulfills publication orders and The Essentials class materials to the chapters
- Maintains inventory
- Troubleshoot IT issues – help desk

Government & Public Affairs**Andrew S. Fortin, Esq.**

Vice President, Government & Public Affairs
(703) 970-9224

afortin@caionline.org

- Oversees CAI's state and federal lobbying efforts
- Works with CAI membership to develop public policy position statements of CAI members
- Administers Grant programs for the Issues Advancement Fund
- Staff Liaison to College of Community Association Lawyers
- Designation Ethics Committee Liaison
- Manages amicus curiae program

Matthew Green

Manager, State & Government Affairs
(703) 970-9255

mgreen@caionline.org

- Supports Legislative Action Committees
- Research support on legislative issues for Legislative Action Committees
- Provides support to Legislative Action Committees on advocacy communications
- CAI Public Policy Development

Michael Hedge, Jr.

Director, Government & Public Affairs
(703) 970-9256

mhedge@caionline.org

- Supports Legislative Action Committees
- Provides support to legislative action committees on grassroots advocacy
- Legislative tracking support to Legislative Action Committees
- Program and project support for CCAL

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Luladay Fekadu

Manager, Legislative Programs
(703) 970-9251

lfekadu@caionline.org

- Administers LAC operational guidelines and compliance efforts
- Manages CAI's advocacy center
- Assists with CCAL application process
- Provides administrative support to department

Member Service Center

Crystal L. Wallace, IOM, CAE

Vice President, Membership and Chapter Relations
(703) 970-9231

cwallace@caionline.org

- Oversees all activities related to Chapters and Chapter Relations
- Liaison to APCM (Association of Professional Community Managers)
- Liaison to the Large-Scale Manager's Committee
- Oversees all membership and customer service initiatives

Jeanine Hurley

Manager, Member Service Center
(703) 970-9242

jhurley@caionline.org

- Manages Member Service Center Team
- Manages and develops customer service initiatives

Lawrence Williams

Member Service Specialist
(703) 970-9250

lwilliams@caionline.org

- Handle member inquiries
- Assist with membership information for Chapters and other members
- Front desk support
- Assist with Recruiter Club Program

Courtney Watson

Member Service Coordinator
(703) 970-9232

cwatson@caionline.org

- Handle member inquiries
- Assist with membership information for Chapters and other members
- Front desk support
- Assist with new member kit distribution

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Porshia Pitt

Member Service Center Representative
(703) 970-9275

ppitt@caionline.org

- Answers main phone line
- Direct callers and visitors to the appropriate person or department
- Assist with prospect kit distribution

Membership

Crystal L. Wallace, IOM, CAE

Vice President, Membership and Chapter Relations
(703) 970-9231

cwallace@caionline.org

- Oversees all activities related to Chapters and Chapter Relations
- Liaison to APCM (Association of Professional Community Managers)
- Liaison to the Large-Scale Manager's Committee
- Oversees all membership and customer service initiatives

Karen T. McMullen

Director, Membership and Chapter Relations
(703) 970-9247

kmcmullen@caionline.org

- Manages Chapter Executive Director Orientation/Training
- Manages Chapter Leadership Training/Education
- Manages Chapter membership campaigns/communications
- Coordinates Recruiter Club program

Kristi Van Buren

Manager, Member Services
(703) 970-9280

kvanburen@caionline.org

- Execute membership recruitment and retention programs
- Manage membership statistics and reports
- Manage member discount programs

Deborah Puryear

Senior Membership Specialist
(703) 970-9237

dpuryear@caionline.org

- Support for membership retention programs
- Focus on retention initiatives
- Coordinates membership renewal invoice process

NBC-CAM (National Board of Certification for Community Association Managers)

Dawn M. Bauman, CAE
Executive Director NBC-CAM
(703) 970-9235
dbauman@nbccam.org

Sara Duginske
Certification Manager (NBC-CAM)
(703) 970-9261
sduginske@nbccam.org

- CMCA Examination Application
- CMCA Reinstatement
- Continuing Education Approval

Whitney Staiger
Certification Assistant (NBC-CAM)
(703) 970-9258
wstaiger@nbccam.org

- CMCA Recertification/billing
- Social Networking (listserve and LinkedIn)
- Marketing
- CMCA Standards of Professional Conduct

Steven Gonzalez
Certification Clerk (NBC-CAM)
sgonzalez@nbccam.org

- Administrative Support