



## IRWA Staff Spotlight

In an effort to further increase transparency between IRWA Headquarters and the dedicated members of this Association, we are excited to bring you the **IRWA Staff Spotlight**. In each issue of Right of Way Magazine, a different staff member will introduce themselves and give some insight into their role at Headquarters.

### What are some of your hobbies outside of work?

Is hanging out with my kid a hobby? Haha. My family and I love to camp, try new restaurants, travel (pre-pandemic) and visit our family cottage.

#### What is your name and your job title at IRWA Headquarters?

*My name is Jaime Rose Tieu, CAE, and I'm the Manager of Field Operations.*

#### Tell us about your background and why you chose to work at IRWA.

*I grew up in a very diverse family that allowed me to see the world in such a beautiful way; this led to my pursuit of working with people on an international level. I graduated from the University of Ottawa with a communications and advertising degree, thinking that I would most likely work in foreign affairs. Post-graduation, I decided to venture off and teach English in South Korea for four years. Once I moved back, I fell into the association world. I landed a job as an operations assistant, and I've been working through various membership and operations roles ever since. I've been working within the association world for almost 13 years now, and I absolutely love it!*



#### How long have you been with Headquarters?

*I just recently had my six-year anniversary!*

#### Describe your role. What are your primary responsibilities?

*I am responsible for managing the day-to-day operations that help the organization achieve its objectives by assisting IRWA's growth and development. I help develop and coordinate annual outreach initiatives, recruitment campaigns and find strategies to meet proposed goals and targets defined by an Association-wide strategic plan. In addition, I help plan meetings, assist with Region Forums and support with class scheduling. I am also the staff liaison to numerous committees and serve as the primary contact for all Partner Programs and IRWA's new Membership Drive.*



**How has your career grown since you first joined the team? What have you gained?**

*I feel like this job has given me endless opportunities to grow and learn as an individual and a leader. In June 2021, I earned my Certified Association Executive Certification (CAE) from the Canadian Society of Association Executives (CSAE). The CAE is an internationally recognized designation built on the Competencies for Association Executives and demonstrates the essential skills of efficient and effective not-for-profit management. This was a three-year endeavor that has absolutely helped me better understand the Association world and all facets of how I can be of better service to IRWA.*

**What are some of the reasons members typically contact you?**

*Members normally contact me with assistance towards Chapter meetings and events, compliance, Partner Programs, Region Forums, membership growth and development and overall support towards any goals and initiatives they might have moving forward. I have always said that if I don't know the answer to a specific inquiry, I'll find the person who will.*

**What are the best ways members can reach you?**

*For those of you who know me, I'm readily available any day/time of the week by email at [tieu@irwaonline.org](mailto:tieu@irwaonline.org) or by phone at 613-809-4070.*



**What is your favorite part of working at IRWA?**

*I love having the chance to see the impact our efforts have on the overall membership. Working with IRWA has given me the opportunity to create a difference and be part of constructing a lasting impact. I enjoy seeing members' autonomy, innovation, resilience and dedication; in addition, seeing a member-driven initiative through from beginning to end has been incredibly rewarding. The personal connections and overall satisfaction that I gain from helping our members are endless.*

**Tell us a fun fact about yourself or something that might surprise us.**

*Well, many members still don't know that I'm Canadian! I'm also all about adventure. I've run a half marathon, climbed one of the highest Canadian glaciers, learned how to white-water kayak and participated in a six-week-long mountain expedition.*

**Where would you travel to for your dream vacation?**

*I would love to take my family on a South African safari.*

**What is something on your bucket list?**

*Oh geez, I have way too many to list. I guess my top three would be to complete a triathlon, learn how to surf and to take my entire family on a Disney Cruise. 🌟*