



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.

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

I talk to my cats, I swear they understand what I'm saying.

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

Silvia Smith, Assistant to the Controller — Member Services

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

I was born in Germany and came to the United States in 1994. I graduated in Germany and studied office administration. I chose IRWA because I felt very welcome, everyone was so nice and the position was exactly what I was looking for.

How long have you been with Headquarters?

I have been with headquarters for almost 20 years.

Describe your role. What are your primary responsibilities?

I answer phones and help with membership questions.

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

Originally, I was hired as a receptionist. Now I am the assistant to the controller — member services.

What are some of the reasons members typically contact you?

I process new membership applications, handle membership transfers and renewals, general membership inquiries, email membership rosters to Chapters, conduct Chapter notification of new members for approval, update requests to member information on website/database, new member notification, member certificates and pins.



What are the best ways members can reach you?

My office number is 310-538-0233 ext. 120, or you can email me at smith@irwaonline.org.

What is your favorite part of working at IRWA?

I would say my favorite part about working with IRWA is interacting with our members and the feeling of satisfaction I get when I successfully help and solve an issue that one of our members might have.

What are some of your hobbies outside of work?

I love animals; I volunteer at my local animal shelter.

Where would you travel to for your dream vacation?

I would like to stay in an overwater bungalow in Bora Bora.

What is something on your bucket list?

I'd like to try yoga, reiki, acupuncture or another type of relaxing therapy. I also want to ride horses on the beach. ✨