

# INTRODUCING YOUR IDA MANAGEMENT STAFF

Many IDA members and certainly non-members may never have met or spent time with the IDA management team. Some may have talked with one of these fine people on the telephone, shared an email or two, or visited with them during the annual International Garage Door Exposition or an Affiliate meeting.

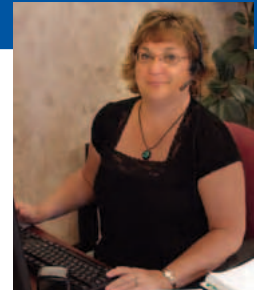
It's interesting to note that the average tenure of the staff is 12 years. This longevity of service is a testament to the

fact that these association professionals are dedicated to IDA, and helping it achieve its mission of enhancing the value and professionalism of door and access systems dealers.

IDA would like for you to know your IDA management staff, and is providing this thumbnail introduction. To know them better, call on them for information or assistance...they'd love to be of service.

## Deb Schwan Receptionist and Administrative Assistant

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We'll begin with Deb Schwan because typically she's the first person you'll talk with when calling the association. Her responsibilities include answering the phones, assisting with IDA website questions, sending Board reports, assisting in accounting, and helping with administering database and membership files. Deb has been an IDA staffer for two and one-half years.

When asked what she likes about her position she responded, "I like to talk to the Board and members. I try to give members a friendly and professional face with each phone call. I may be the only one they talk with, and I want it to be a good and helpful experience."

On the more personal side, Deb enjoys creating with stained glass (she makes stained glass panels and cabinet doors), gardening, cooking and reading. She once owned a florist shop for 15 years,

and knows what it entails to operate a business. She and husband, Randy, of 34 years have a daughter who resides in Silver Springs, Maryland, and a son who lives in West Milton, Ohio. Jessica (30) is an equestrian. She trains horses, students and competes on the International Eventing Circuit. Her trainers are the current Olympic riders. Ben (28) is a volunteer Firefighter/EMT.

Deb states, "I know the headaches, heartaches, and rewards of owning a business. It takes great commitment to ride out the ups and downs of the economy. IDA members are a strong, dedicated, hardworking bunch of great people to work with."

## Roe Long-Wagner International Garage Door Exposition Manager

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Serving the association for the past 26 years, Roe Long-Wagner is recognized primarily for the annual production of the International Garage Door Exposition. She plans and produces the event working with the IDA Exposition Committee. Included in her scope of work are: site research and facility negotiations, exhibit sales, hotel coordination, buses, exhibit hall coordination, security, and special events such as the Opening Session, Awards Banquet, and Exhibitor Sponsored Party.

Roe also coordinates meeting sites and facilities for Board and Committee meetings. In addition, she serves as the lead staff person for the Member Services Committee as well as the Expo Committee.

What does she like best about her position? "My position is such an exciting one. Each year, I have the freedom to use my creative

talents to challenge myself to create a more exciting and valuable Exposition than the year before. Trust me when I say, it is a huge challenge to satisfy the diverse needs and expectations of the leadership and attendees."

When not at her desk or on the road, Roe enjoys sharing and entertaining friends and family with creative, gourmet dinners and parties. For a more relaxing time, she likes sports fishing, golf, and island travel. Her favorite winter hobby is creative design as it helps her take away the cabin fever and winter blues.

## JANE TREIBER Membership and Affiliate Relations Manager

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Jane Treiber is no stranger to many IDA members. She oversees membership recruitment and retention activities, works with IDA Affiliate organizations, and prepares articles for the IDA magazine. If you've attended an Expo, and visited the IDA booth, you have no doubt talked with Jane. She has been a member of the IDA staff for eight years.

Why does she like her position? "I enjoy the interaction with dealers and industry representatives, and having the ability to effect change and impact educational opportunities through creative exchanges."

When not working, Jane enjoys being at home with her family and dogs, and following college football – especially The Ohio State University Buckeyes. She once went sky diving while she was in college at The Ohio State University. It was a rip cord jump, but she

also managed to pull her reserve chute. She missed the drop area, skimmed power lines, and landed in a farmer's field. It was both her first and last jump.

On Jane's father's side, her great-great-grandfather fought the British in the American Revolutionary War under General George Washington. Now, she says, "I'm the General of a son, 24, and a daughter, 27, both of whom are great kids."

Jane confesses that she has never either deliberately or accidentally abused her garage door or opener.

One of her favorite quotes is from Henry Ford, "Coming together is a beginning. Keeping together is progress. Working together is success."

## ANN HOLTZAPPLE

### Accounting Assistant

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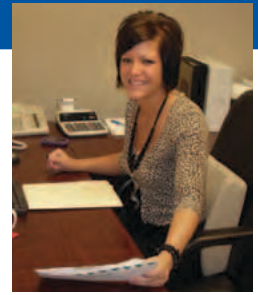
Ann Holtzapple has served the IDA for four years with her primary responsibilities including, making accounting entries, processing accounts receivable, processing and organizing Expo registrations and golf tournament forms, assisting with magazine invoicing, administering the new member Coupon Booklet, and helping out with various other projects.

Ann states, "My position with IDA gives me experience with a variety of tasks which keeps things exciting. I also enjoy interacting with the beloved members of IDA."

In her free time, Ann enjoys being on the go, and staying

extremely busy between her IDA job, and being a full-time student. She likes relaxing dinners out, and as she puts it, 'course retail therapy'. She loves playing tennis, eating delicious food, watching movies, and good times with friends.

Her family includes her mother, Jolene, who previously worked as an IDA staffer, dad, Brad, sister, Allison, niece, Brooklynn, and dogs, Maggie and Molly.



## STEPHANIE LONG

### Expo Registration Manager

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Stephanie's primary responsibility is Expo Registration, but she also serves as an administrative manager for the IDEA. Her friendly smile and voice has greeted thousands of Expo attendees as she has served the IDA for the past 23 years.

What does she like about her job? Having the pleasure to meet new people and seeing the familiar faces she has known while growing up in the industry. She appreciates the opportunity to learn more about the industry through these people and their experiences during the past two plus decades.

When she's not working, Stephanie enjoys being with her two boys, socializing with her close friends, scuba diving, playing pool, working in her yard, motorcycle riding, and reading motivational books.

Many people don't realize that she has grown up along with the IDA... all the way from the DODA days. Her first Expo as Registration Manager was in Anaheim, California.

She was born in Houston, Texas, and as she states, "Blessed with two wonderful, handsome sons, Johnathan, 19, and JD, 17." She adds, "They both have been a joy to watch grow into young men, while I've learned quite a lot from them about life, and even myself. I love them both."



## STEVE SMITH

### Accounting Manager

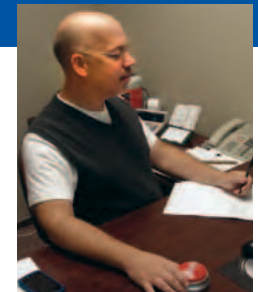
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Yes, IDA does have some men on the team of staff members. Steve Smith has served the association as Accounting Manager for the past four years. He prepares monthly financial reports, reconciliations, audits, Expo registration, A/R and AP, and oversees all accounting entries. Steve works closely with the IDA Treasurer, Executive Committee, and the association's CPA.

Although Steve's daily tasks are focused on the financial side of the association, he states, "I enjoy my profession, but relating to IDA...it is the people I like."

For enjoyment, Steve likes traveling, antiquing, auctions, exercise, family and his home. Born in Dayton, Ohio, he holds an Ohio Real Estate License. Of interest to sports fans, Steve's cousin played for the Boston Red Sox...none other than Wade Boggs! His mother and sister are living, but his father and brother passed away.

A personal comment from Steve... "Don't count the days. Make the days count."



## PEGGY SANDERS

### Membership Coordinator and Administrator, IDA Scholarship Foundation

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Peggy Sanders has served the association for the past 12 years and is currently responsible for membership processing (renewals and retention), database maintenance, Scholarship administration, High Rollers Club, and maintaining the IDA Director's Administration Manual.

She states, "I like helping members and keeping their information up-to-date. I especially enjoy the excitement generated from awarding scholarships which has now exceeded \$700,000."

How does Peggy handle her spare time? She enjoys reading, crocheting, crafts, theater, music and Renaissance Fairs. She has two step-daughters, and three step-grandchildren – one girl and two

boys. Her husband, Tim, is a carpenter and woodcarver. Peggy plays the piano, organ, sings, and also directs plays, musicals, and operas. Like Jane Treiber, Peggy has also jumped from an airplane...in her case from 5,000 feet up.

She shares, "Our association strength comes through the members' commitment and team work. A thousand thanks to all who support our industry, and especially the IDA Scholarship Foundation."



## SHEILA SHARP

### Mailing and Fulfillment Manager and Administrative Assistant

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The newest member of the IDA management team is Sheila Sharp who has served the members for the past two and one-half years. Her primary responsibilities include: preparing and sending new member materials, processing product orders, assisting with membership database maintenance, and sending out IDA renewal items. Coordinating IDA Service Decal orders is an important and active part of her job.

Regarding her responsibilities, Sheila enjoys experiencing the amount of new members to the association from sending out New Member Kits. "I enjoy expediting the handling time on every order

and new member application to speed up the turnaround time experienced by the members," she states.

In her free time, Sheila likes reading, scrapbooking/photography, self defense classes and spending time with her husband, Brandon, and three-year-old son, Nathan.



## ART KOMOROWSKI

Publications Manager

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Art Komorowski has been serving the association as Publications Manager for 18 years. Just in case you're counting, yes, that takes him back to the DODA days. He is responsible for the management of publishing production of International Door & Operator Industry magazine, and also serves as the advertising sales executive. When you read the IDA magazine, you can be rest assured that Art plays a very important role in making it the quality publication it is.

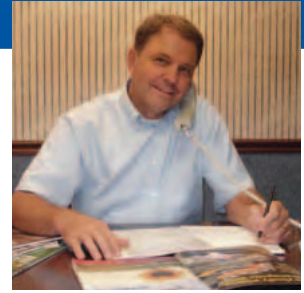
Art has this to say about his job, "Wearing many hats in the work of ad sales, printing and publishing issues, and marketing offers many challenges and opportunities." "I am proud of the magazine, and sincerely hope the readers enjoy and benefit from its contents," he adds.

In his free time, Art enjoys being on the water in a boat, gardening in his yard, and evening convertible rides. He and his wife, Susan, have two children ages 25 and 20, and a variety of

family pets including one goat, six cats, and two frogs.

Art contributes his time to a number of organizations including serving as a board member of: Montgomery County American Cancer Society, Ronald McDonald House of Cincinnati, Ronald McDonald House of Dayton, and the Montgomery County Board of Developmental Disabilities.

A personal comment from Art, "I have worked with many different organizations and businesses, and have found the members of the IDA to be genuinely nice people. The people in this 'up and down' business are helpful and fair."



## SHAWN HICKS

Marketing Manager and Webmaster

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Having been a member of the IDA staff for five years, Shawn Hicks has a number of responsibilities including: website updates, electronic mailing, annual online election, social networking site updates, blogs updates, and many other digital/electronic projects. When you receive an IDA News or IDA News Alert electronic bulletin, Shawn is the man that makes it happen.

"I enjoy the challenge of learning and implementing new projects for the association. Working with the IDA Board of Directors and members is an enjoyable part of my position. The travels that are involved as a staff member are interesting and fun."

When Shawn is not working, he enjoys social networking sites, photography, playing video games with his kids, college football

including a college football fantasy league. As for participating in sports, he coaches a little league baseball team, and plays a mean game of table tennis. An interesting fact about Shawn is that he can legally perform weddings, and enjoys public speaking.

He and his wife, Elisha, have been married for 15 years, and have four children: Brennan (12), Aidan (10), Evan (8), and Chasity (8).



## TODD THOMAS

Project Manager and Education Coordinator

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Most people know Todd Thomas as the Managing Director of the Institute of Door Dealer Education and Accreditation, but his talents are generously shared with the IDA. Having been a staff member for 12 years, Todd has written many articles for International Door & Operator Industry, facilitated education and training activities, and conducted numerous workshops for IDA Affiliate meetings as well as the Expo. He is currently in the process of developing an IDA Certification for Mexico, and producing educational and training video programs for use by dealers. He is responsible for developing and coordinating workshops and seminars for the annual International Garage Door Exposition.

His reply to what he likes best about his position, "I enjoy making quality friends from so many distant places." Through his work he has traveled throughout the United States, Canada, Mexico, and beyond.

What does a busy guy like Todd do when not working? He is an avid Cincinnati Reds baseball fan, enjoys Charlotte Panthers football, and of course, NASCAR. In addition, he is the father of five daughters keeping him and his wife, Cathy, extremely occupied. His daughters include: Sarah (22), Lyndsay (21), Emily (20), Tory (18), and Sassy (16).



## CHRIS LONG

Managing Director

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If one counts his years of service to DODA prior to being appointed IDA Managing Director, Chris Long has served the association for 29 years. His responsibilities are to oversee the management team, serve the Board, Executive Committee, and Operating Committees, fulfill his responsibilities of being the Editor of International Door & Operator Industry, and serve as the Program Manager for IDAssurance, LLC.

"I truly enjoy my job and helping guide the IDA ship. Working with the association's leadership, and experiencing the dynamics of volunteers coming together for the betterment of their industry is very rewarding," states Chris. "I'm also very proud of a dedicated management team that works diligently to serve IDA members," he adds.

When not on IDA business, Chris is an active member of his West Milton Community. He serves as a member of the Milton-Union

Board of Education, and is a member of the Miami County Children's Services Board. Entering his 11th year as a mentor/tutor, he participates in Kid's Hope, a program created to address the needs of at risk children. He enjoys working in his yard, spending time with family, and as most people know, the game of golf.

"During the past three decades, I've made many friends with some becoming very close friends. As the years have gone by, many people have passed, and that is a sad, but natural part of an aging family. Seeing new people come forward to accept the baton of leadership is encouraging, and I only see this resulting in good and positive things for the industry," he shared.

