



Newsletter



Colorado, New Mexico, Oklahoma, Arkansas, Texas, Kansas, Mexico

May 2014

IAVM Region 6 Meeting a Huge Success in Fort Worth!



About 100 Region 6 IAVM professional and allied members came together in Fort Worth, TX, April 14-17 for the 2014 Region 6 Meeting/Conference. For almost four days, attendees were highly engaged with each other through a variety of outstanding speakers and presentations, hot topic town hall meetings, interactive tours of prominent venues in the region and participation in social activities. Hats off to the Fort Worth Convention Center and staff for providing top notch facilities and services and offering an impressive array of food and beverage options for meals and breaks. This year's conference offered attendees many take-a-ways and "ah ha!" moments that will help all of them be better venue managers going forward. If you could not make it this year, we hope to see you at a regional conference down the road!

IAVM Region 6 Incoming Officers

Congratulations to your Region 6 officers who were recently elected and whose terms begin this summer! Let us all join in wishing them well and helping where we can to make for a smooth transition.

Sherman Bass, CFE
General Manager
Amarillo Civic Center
Incoming Director of Region 6

Brian Stovall
Technical Services Manager
Frank Erwin Center
Incoming Assistant Director of Region 6

Charly Banks
Event Coordinator
Allen Event Center
Incoming Secretary of Region 6

Kyle Baun
Senior Manager
Western Stock Show Association
Treasurer of Region 6

AT&T Performing Arts Center Seeks Event Coordinator

JOB SUMMARY: Reporting to the Sr. Event Manager, the Event Coordinator will advance logistical needs for tier one functions such as reoccurring resident client performances, weekly free community events, internal meetings, and small-scale corporate meetings and receptions with the understanding that progression and advancement of duties is expected. The Events Department is responsible for the supervision of all meetings, receptions, dinners, private rentals, ticketed performances, community gatherings, and sporting events held at the Center. In addition to event management, the Event Coordinator will also provide departmental administrative support in the areas of calendar management, hospitality coordination, and contract processing. Providing excellent customer service to ensure a positive experience for all clients, patrons, and artists is essential. The position holder will also be required to work within a team environment but also capable of working independently often while delivering to tight deadlines. Typical work schedule includes day hours as well as many nights, weekends and some holidays. The Event Coordinator is required to have a reasonable understanding of event and production timelines, logistics, and best industry practices. Given the flexible nature of the Center, this position will be responsible for other duties as assigned and when necessary. This is an entry to junior level position.

Position Responsibilities:

- Performs event related research and data entry
- Aids in hospitality coordination, setup, and teardown for performances
- Communicates and coordinates with décor, catering, and A/V vendors
- Serves as the liaison between the client and the Center's departments
- Supervises events from load-in through load-out
- Use creative and logistical practices in designing event layouts
- Assist in processing paperwork for contracted events
- Become a certified trained Crowd Manager
- Serve in the Center's Manager On Duty program
- Demonstrates a continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide Plus1 Service

Qualifications:

- Bachelors Degree in related field or equivalent related experience as determined by hiring department
- At least one year of experience working in hospitality, event assistance or meeting planning
- Flexible schedule for events. This position will work many nights and weekends, including holidays
- Ability to establish priorities and manage multiple projects simultaneously in a fast paced environment
- Strong computer skills with proficiency in Microsoft Word and Excel
- Ability to communicate effectively both orally and written and work well with a variety of personalities
- Excellent organizational skills with a high attention to detail
- Professional demeanor and attire
- **PREFERRED BUT NOT REQUIRED:**
 - Proficiency with CAD or Google SketchUP
 - CMP certification
 - Trained Crowd Manager certification

AT&T Performing Arts Center is an equal opportunity employer and is committed to the belief that each individual is entitled to equal employment opportunity.

For immediate consideration, send cover letter, resume and salary requirements.

By Email: careers@attpac.org

By Mail: Human Resources
AT&T Performing Arts Center
2100 Ross Ave., Suite 650 - Dallas, TX 75201

Governance and Bylaws Update

By John Bolton, CFE

IAVM Chairman and Vice President of SMG Entertainment

Good work does not always come easy, nor does it come fast, and seven years ago a goal was set to “create a streamlined, transparent, and objective governance model that reflects modern practices and focuses board efforts on policy creation and association oversight as stewards of the association.”

Our Governing Policies will enable the IAVM governing board to effectively lead, direct, inspire, and control the outcomes and operations of the association through a set of very carefully crafted policy statements and our effective monitoring of them.

The policies are grouped into four categories, each serving a distinct purpose. The four categories are:

- **RESULTS:** These are our statements of outcomes for ALL members in IAVM. The Results policies become the CEO’s and the organization’s performance targets and form the basis for judging organizational and CEO performance.
- **OPERATIONAL EXPECTATIONS:** These policies define both the nonnegotiable expectations and the clear boundaries within which the CEO and staff must operate. They articulate the actions and decisions the board would find either absolutely necessary or totally unacceptable.
- **GOVERNANCE PROCESS:** We defined our own work and how it will be carried out. These policies clearly state the expectations the board has for individual and collective behavior.
- **BOARD-CEO DELEGATION:** We have defined in policy how authority is delegated by the board to our point of connection—the CEO—and how the CEO’s performance will be evaluated.

The board policies we adopted, as well as the proposed bylaws revisions, do nothing to change the central fact that the board directs the strategy and goals of the association, and then empowers the CEO to accomplish those goals.

As part of our next steps, we have put before the membership a series of proposed changes to the bylaws. There aren’t any big surprises, but it is critical to approve these changes to ensure we can move forward with the new governance model we have developed. These changes do the following:

- Identifies that the board chair makes appointments to board committees
- Identifies the president & CEO as the board’s sole employee, serving at the direction of the board of directors.
- Updates language for voting on nominations to include electronic and mail-in ballots.
- Updates the name of the Public Assembly Facility Management School to Venue Management School;
- Eliminates council chairs as ex-officio board positions as they no longer exist in the current governance structure.

The board also approved proposed bylaws revisions that will extend privileges to Allied members, reflecting the evolution of IAVM as an expanding community of professionals and service providers—many of whom straddle or cross the line between Allied and Professional throughout their careers—all committed to success of the industry and our association. This change would enable Allied members to vote on association business matters and pursue election to senior leadership positions on the board.

Allied board membership is contingent on several requirements—seven years of experience managing a venue, nomination by the nominating committee, a board vote, and then a membership vote.

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Historically, Allied members have participated on numerous boards, committees and task forces, and have even served as chair of many of these groups. Our Allied members have embraced their volunteer role with the association and have become partners, experts and colleagues, displaying equal commitment to the overall growth and efficacy of both the association and the venue industry. Full participation by Allied members in our governance is the next logical and significant step toward creating a stronger association for all members. Inclusiveness is good for all of us, because it improves collaboration and increases success in this industry we all love.

In the coming months, the IAVM Board of Directors will be sharing information and asking members to support the proposed bylaws changes I have just outlined. The official ballot will be e-mailed to you in August, and I hope you'll take the time to learn about the issues at hand and cast your vote.

Dialogue and clear communication are important pieces of the process, and discussions will take place at several IAVM conferences and meetings, including *VenueConnect*, July 26-29, in Portland, Oregon.

We are here for you, and we are listening. I truly believe our organization is moving in the right direction and will be better and stronger for all of us as a result.

Mark Jarrell Joins Plano Centre as General Manager



PLANO, Texas (May 8, 2014) — Plano Centre is arguably one of the best meeting and event venues in the state of Texas and is now under the leadership of new general manager Mark Jarrell. The recent GM appointee joins the Plano Centre from Fair Park in Dallas, where he served for nine years as senior park manager.

“Mark is a tremendous addition to our staff,” said Amy Fortenberry, Director of City of Plano Parks & Recreation. “His leadership during the renovation stage of Plano Centre will be invaluable. And, Mark will help the facility continue to deliver the exemplary service to our constituents that we have been known for in the past.”

Jarrell coordinated and managed the \$72 million revitalization bond package at Fair Park for construction, restoration and conservation of a National Historic Landmark. Prior to his appointment at Fair Park in Dallas, Jarrell served as Financial Services Manager at Dallas Convention Center.

Plano Centre features more than 122,500 square feet of flexible function space that comfortably accommodates up to 5,000 people. The exhibition hall offers 21,600 square feet of column-free, completely carpeted exhibition space and a professional master stage. In addition, 17 different break-out rooms are available.

Plano is the ultimate concierge, providing exemplary hotel accommodations and services to leisure and business travelers. As for accommodations, there will be 5,100 rooms available in the city by the end of 2014 with the addition of five new hotel properties, including Cambria Suites, Hampton Inn Plano East, Hilton Granite Park, SpringHill Suites by Marriott, and Staybridge Suites Plano North.

For more information about Plano Centre, please visit www.planocentre.com.

FORT WORTH COMMUNITY ARTS CENTER SEEKS PRODUCTION MANAGER

The Production Manager will oversee and coordinate production needs for all events in the Scott and Sanders theaters and function spaces within the Fort Worth Community Arts Center (FWCAC) and serve as site manager during events. The Fort Worth Community Arts Center, is a 77,000 square foot facility located in the Fort Worth Cultural District and dedicated to providing accessible and affordable exhibit, performing arts and administrative spaces to the regional arts community. For complete job description and requirements via email only at mary@artscouncilfw.org.

A bachelor's degree in technical theatre or stage management, or equivalent combination of related education and experience is required.

Demonstrates considerable (typically 3-5 years) experience in technical production including a practical knowledge of theatrical systems to include: lighting, performance sound, rigging and personnel management.

SUBMISSION REQUIREMENTS

- Cover letter highlighting relevant education, work experience and skill base
- Resume
- Three professional references

Via Email: mary@artscouncilfw.org (please include Production Coordinator in subject line)

Via Mail: Director of Operations
Fort Worth Community Arts Center
1300 Gendy Street
Fort Worth, TX 76107

Via FAX: (817) 298.3072

For more information visit fwcac.org

Deadline to Apply: Open until filled, first review of applications May 28, 2014

The Arts Council of Fort Worth and Tarrant County and the Fort Worth Community Arts Center afford equal employment opportunity to all individuals regardless of race, color, national origin, sex, religion, age, disability status or sexual orientation.

UTEP Hosts 2014 BAJA SAE Competition; 100 Collegiate Teams Attend

April, 2014 - The University of Texas at El Paso has a long tradition of hosting Baja SAE competitions since the early 1990s, with its last competition in 1998. Sixteen years later, 1,500 participants with 100 collegiate teams from across the globe convened in El Paso as the region's unique desert landscape played host to the 2014 Baja SAE Competition during UTEP's Centennial Year. Teams arrived from as far away as India, the United Arab Emirates and South Africa. "Not only did the SAE Baja event have a tremendous economic impact on our community, but our students were able practice what they have learned in the classroom and gain a lot of hands-on experience in event management. I could not be more proud of them", said Dr. Catie McCorry-Andalis, Associate Vice President & Dean of Students.



With the support of corporate sponsors Lockheed Martin, Western Refining, Haydon, United Airlines and Freeport McMoRan, and more than 3,000 volunteer hours served by approximately 300 student and staff volunteers, the Baja competition was a huge success. "It was exciting to interact with students, who are the ones that put together such an exciting event. This student managed and driven event is something that we [Office of Special Events] were happy to provide guidance and hope the learning experience can be used towards their future endeavors", said Jorge Vazquez, UTEP Office of Special Events. In the end, the team from Oregon State University claimed the first place prize, with Rochester Institute of Technology coming in second and Cornell University placing third.

What Venue Managers Don't Know About OSHA!

1. Do venues fall under the jurisdiction of Federal OSHA?
2. What if the state has a State OSH Plan?
3. What are my responsibilities under OSHA (state and/or Federal)?
4. Am I responsible for contractors working inside my venue?

Most venues have been “untouched” by OSHA, State or Federal, so it’s not surprising that most venue managers do not understand where they fit into the regulatory compliance scheme. We must first emphasize that the venue manager is a direct representative of the employer and has responsibilities as the employer. It is also important that we just who OSHA is. OSHA is the Occupational Safety and Health Administration, under the Federal Department of Labor. OSHA is charged with the responsibility of promulgating safety and health standards that employers must comply with for the protection of their employees. For the purposes of the venue industry, there are two specific sets of OSHA regulations; General Industry and Construction Industry regulations.

During the construction of a new venue employers constructing the venue must comply with Construction Industry regulations. However, once construction has been completed and the venue is occupied, employers working at the venue must comply with General Industry regulations. One caveat, however, is that Federal OSHA does not govern municipal, state, or Federal employees; only private industry at this time. This is NOT the same for State Occupational Safety and Health (OSH) plans. Most State OSH Plans cover ALL state employers as well as private employers. In cases where Federal OSHA has delegated the responsibility for occupational safety and health to states, called State OSH Plans, these State plans must be as stringent as the Federal OSHA standards, and is overseen by Federal OSHA. Most states have simply adopted the Federal OSHA standards, and added a few of their own.

Employers have certain responsibilities for safety and health of all employees working at the venue. First, the OSHA standards are numerous and some may not be applicable to venues. The first responsibility of employers, and venue managers, is to review the standards and determine which ones are applicable to their facility. ***No....OSHA will not do this for you!!!*** Well, they will, after the inspection AND citations are issued you’ll know which ones are applicable to you!!!

Once this determination has been made, the employer must develop written safety programs specific to their facility and operations. Typically, this is called your Safety Manual. Next, employers, and venue managers, are responsible for training of all employees on the written safety and health programs.

Along with the written safety program and employee training, and venue managers, are required to maintain the Log of Injuries and Illnesses (OSHA Form 300). When an injury to an employee occurs, you must determine whether or not that injury meets the OSHA requirements for a Recordable Injury. This is NOT an easy task, as OSHA recordability and Workers Compensation differ greatly. OSHA 29 CFR 1904.7 will provide some guidance, but it’s still a very grey area and you MUST record the injury correctly or suffer citations and fines from OSHA.

In regard to contractors working at your venue, yes, it is your responsibility to ensure the contractor is 1) advised of any hazard that may affect their work, and 2) make sure they perform their tasks safely and in compliance with OSHA regulations (i.e., entry into confined spaces, fall protection while working at elevations, etc.). OSHA has something called the “Multi Workplace Policy”, CPL 2-0.124. Typically, this Policy is used within the construction industry issuing citations to General Contractors. However, specified the “Controlling Employer” has responsibility as well. Within the OSHA standards OSHA maintains that the “Controlling Employer” is ultimately responsible. Therefore, should OSHA visit your venue, and a contractor receives a citation, you could be cited as well. Therefore, it’s imperative that the venue ensure that the contractors work safely and follow all applicable safety rules. For more information contact Pat Patterson, CSP of LAAP, Inc. an IAVM member. 936-597-7526 Office. 281-642-2947 Cellular.

Painter Receives Women of Influence Nomination



Kerry Painter, Assistant General Manager of the Cox Business Center, has been nominated for the Women of Influence Award by industry trade magazine *Venues Today*. The award honors women who have made a difference in the sports, music and convention industry and will be announced in the July issue of the publication.

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Painter said: "The dictionary defines Influence as the 'Capacity or power of persons to be a compelling force on actions, behaviors, opinions, etc...' I love that definition and hope that is a legacy I leave behind, compelling others to grow into their best selves by influencing them in some way."

Painter joined the SMG team this past February. Prior to coming to Tulsa, she served as President of the Niagara Convention and Civic Centre in Niagara Falls, Ontario for six years.

With nearly 30 years of industry experience, Painter has held positions in a variety of venues including convention centers, theatres, arenas and stadiums. Over the course of her career she has become an expert in overseeing and facilitating construction and grand openings for five different facilities.

Painter has dedicated a great part of her career to numerous trade organizations including serving as Chairman of the University of Cornell's Facility Management School, serving on the Board of Regents and teaching annually at IAVM's Facility School and was a guest instructor in November 2013 at the Venue Management School in Brisbane, Australia.

"It's definitely a great honor to be nominated," Painter added. "I feel just by that alone I've already won!"

SMG Tulsa Seeks a Building Engineer

SMG Tulsa, the management company of the BOK Center and Cox Business Center, seeks a full-time Building Engineer. Under the general supervision of the Engineering Manager, the Building Engineer is expected to perform a variety of skilled and unskilled activities involved in the operation and maintenance of the facilities' mechanical and electrical systems and general operations.

Interested candidates should have a high school diploma or G.E.D and three years full-time experience at a facility; or equivalent combination of education and experience and must have First-Class Stationary Engineer Certification and Certificate to recover and reclaim.

For additional information or to apply online visit www.bokcenter.com.

SMG Tulsa Announces Two Promotions

SMG Tulsa is pleased to announce the following promotions:

Lauren Ford has been promoted to Catering Manager. Lauren joined SMG Tulsa in 2010 and most recently served in the position of Assistant Catering Manager.

Doyle Burkhalter has been promoted to Environment Services Supervisor. Doyle joined SMG Tulsa in 2011 and most recently served as Environmental Services Lead.

THE BEST EVENTS TAKE PLACE AT CINTERMEX MONTERREY, MEXICO



CINTERMEX International Convention and Exhibition Center is considered a symbol of Monterrey, not only for its stunning architecture but also for its important contribution to business development in the city. Through its convention, exhibition and permanent business centers, CINTERMEX meets the needs of all visitors and residents of Monterrey.

Upcoming specialized and industrial Events:

MAY

21 – 23 Expo Proveedores del Transporte y Expo Remolques y Carrocerías 2014 – (Transport and Trailer Expo)

15th edition – Transport and equipment expo - the most important service providers in Northern Mexico such as el hombre camion, carriers, distributors, repair shop owners, and the most important transporters will be present.

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21 – 23 Expo Servicios Logísticos – (Logistic Services Expo)

1st edition – Attendees will include those related to the acquisition of products and services, and buying and selling of logistic solutions.

22 – 24 Expo Proveedores de la Industria Alimenticia 2014 (Food Industry Providers Expo)

This expo is specialized in equipment, technology, ingredients and services required by the food industry in all its areas.

22 – 24 Expo Empaque Norte 2014 (Packaging Expo) Expo Empaque Norte, is a trade show dedicated entirely to machinery, technology, materials, and services related to packaging.

JUNE

10 – 15 MEXIGRAFIKA

This event will show the latest technological advances of the graphic industry in the following sectors: brindery equipment, machinery and equipment, raw materials, art graphics and design products, pre-press systems, consumable supplies, services, others.

AUGUST

05 – 06 Expo Proveedores del Restaurante 2014 (Restaurant Providers Expo)

At this fair, professionals in the restaurant industry meet the main suppliers of products and services of this trade. **Expo Proveedores del Restaurante** is an excellent place to start or strengthen your business relations.

SEPTEMBER

11 – 12 EXPO FRANQUICIA T

The Franchise Expo in Northern México will be the place to meet for Franchisor and entrepreneurs looking for the perfect choice to run their own business as franchisees.

24 – 26 XIX Congreso y Exposición Internacional de la Industria de Fundición - FundiExpo Monterrey 2014 – (19th Congress and International Exhibition of the Foundry Industry)

This congress will follow an innovative and technical program about the different processes, technology and material used for the Foundry Industry.

OCTOBER

23 – 24 Expo Proveedores del Hospital 2014 (Hospital Providers Expo)

This exhibition will include providers, products, and services used by hospitals.

23 - 24 Expo Proveedores del Laboratorio 2014. (Laboratory Providers Expo)

23 – 24 Expo Productos Farmacéuticos 2014. (Pharmaceutical Products Expo)

CHRIS KIBLER NOMINATED FOR WOMEN OF INFLUENCE AWARD



(Wichita, Kan.) – Chris Kibler, SMG Assistant General Manager and Director of Finance for INTRUST Bank Arena, was nominated by *Venues Today Magazine* for their annual Women of Influence Award. The award honors five professional women for their contribution to the live entertainment industry. Considered to be one of *Venue Today's* most prestigious honors, the Women of Influence Awards are given out each year during the International Association of Venue Manager's annual conference.

Kibler was nominated for being an instrumental part of INTRUST Bank Arena and a valuable part of its success since the grand opening in 2010. As Assistant General Manager and Director of Finance, Kibler assists in the operation and management of INTRUST Bank Arena, leads several committees that focus on improving the guest experience and is responsible for all of the financial and accounting aspects of the arena. While at INTRUST Bank Arena, Kibler has received the Wichita Business Journal 2009 40 under 40 award and 2013 CFO award. Additionally, she was selected by the Kansas Society of CPAs as a 2012 20 up to 40 leadership recipient and was honored with the 2013 Emerging Leader Award by the Kansas Society of CPAs in conjunction with the American Institute of CPAs.

“Chris is a tremendous leader within our organization and has been a major contributor in our facility's success since opening in 2010,” said SMG General Manager, AJ Boleski. “Chris continues to thrive in our industry and constantly shows a great amount of passion and enthusiasm for the entertainment business.”

Venues Today is a monthly industry trade magazine that tracks industry trends and profiles live entertainment professionals. The Women of Influence Class of 2014 Winners will be profiled in the July issue of the *Venues Today Magazine*. To learn more about the Women of Influence Awards, visit www.venuestoday.com.

El Paso Live Sell's Out the First Weekend of May

The first weekend of May was one for the books in Downtown El Paso. El Paso Live, managed by SMG, hosted multiple events on May 2nd and 3rd. Everything kicked off with Friday evening and Jerry Seinfeld. He was at the Abraham Chavez Theatre and the show was completely sold out with 2,500 people. At the same time of this event and about 15 feet from the entrance to the theatre, we kicked off our free summer music series, Alfresco Fridays. 2,000 people came out to enjoy this event of dancing, drinks, and fun. All while these 2 events were taking place, we also hosted 1,000 guests for a Teacher of the Year banquet in our Convention Center, also notably about 20 feet from the theatre entrance and Alfresco Fridays. Not to mention while all of this was happening, there was a sold out baseball game going on right next door in the new, 9,000 seat baseball stadium, home to the El Paso Chihuahuas.



On Saturday night, George Lopez came to the Abraham Chavez Theatre and performed in front of another sold out audience. During the time of this event, El Paso Live also hosted a local High School Prom in the Convention Center, directly next to the Theatre. On this night, there also happened to be another sold out baseball game going on next door.

Throughout the first weekend of May, there were over 25,000 people that came out to these events. With 8 performances of the Tony Award-winning Best Musical Jersey Boys coming to the Plaza Theatre at the end of May, this month is going to be a blockbuster for El Paso Live.

CIVIC CENTER MUSIC HALL SEEKING SALES AND BOOKING MANAGER POSITION IN OKLAHOMA CITY

THE CITY OF OKLAHOMA CITY invites applications for the position of: SALES AND BOOKING MANAGER - Position #201400342

This position is located in the Civic Center Music Hall Division of the Parks and Recreation Department, with the City of Oklahoma City and is under the direction of the Performing Arts Manager. The Sales and Booking Manager is primarily responsible for generating revenue by promoting selling and booking major public events facilities. The position requires well-developed communication skills and the employee must maintain effective working relationships with City employees at all levels of the organization, outside agencies, media representatives, and the general public. The position may provide technical assistance to other department staff, responding to sensitive issues and concerns, and serving as an assistant to the Performing Arts Manager. The employee provides direct, technical, and/or functional supervision to clerical, administrative and/or less senior professional staff by assigning and evaluating work accomplishments, resolving problems, and training new employees. Venue information at www.okcciviccenter.com.

APPLICATIONS MAY BE FILED ONLINE AT:

<http://www.okc.gov>

420 West Main Street, STE 110
Oklahoma City, OK 73102
405.297.2530 (Voice)
405.297.2549 (TDD)

personnel.frontdesk@okc.gov

Position #201400342

SALES AND BOOKING MANAGER



Thank you to our newsletter contributors this month!

John Bolton – IAVM Chair, SMG Entertainment
Kelly Hadsall – Civic Center Music Hall
Alex Hargis – AT&T Performing Arts Center
Sarah Haertl – BOK Center/COX Business Center
Jason Hensel – IAVM HQ
Wanda Huerta- Cintermex Convention Center
Mary Montalvo – Fort Worth Community Art Center
Millerann Moya – Plano Center
Ricky Nichols – University of Texas at El Paso (UTEP)
Christina Oswald – El Paso Live
Pat Patterson – L.A.A.P., Inc.
Christine Pileckas – SMG/INTRUST Bank Arena

**Did You Know You Can View Current And Past Region 6 Newsletters On The IAVM Website?
Click This Link To See Where:**

<https://www.iavm.org/regions/region-6-newsletters>