

 2014

Arena Management Salary Report

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IAVM 2014 Salary Survey Report

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IAVM's Mission: To educate, advocate for, and inspire public assembly venue professionals, worldwide.

As with all of our products and initiatives, we welcome any comments so that we can continue to improve these reports to meet your needs. Please contact Frank Ingoglia, 972-538-1001 or via email to frank.ingoglia@iavm.org.

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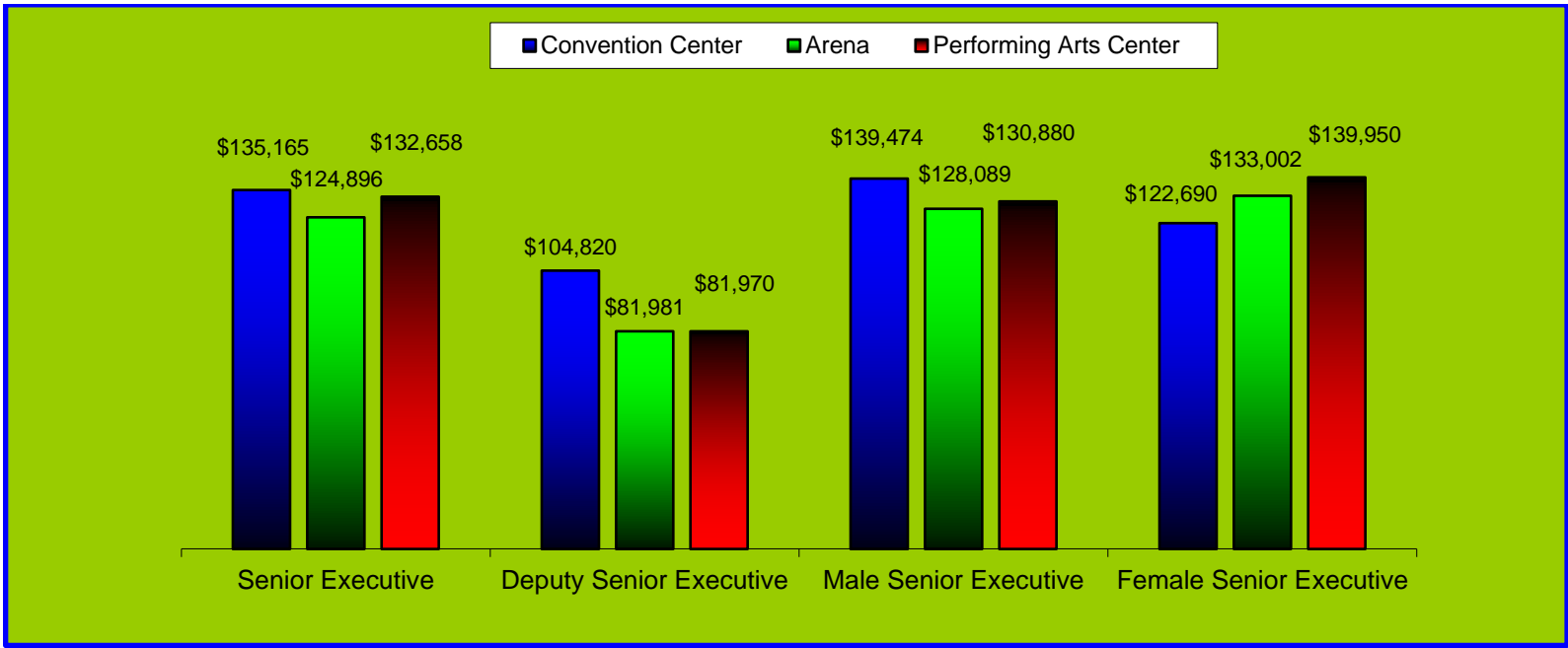
EXECUTIVE SUMMARY

Comparison of Senior and Deputy Senior Executive Salaries By Venue Type

Senior executives at performing arts centers and convention centers are more highly compensated than those at arenas. Deputy senior executives enjoy higher salaries at convention centers.

Although the base sizes are small for female senior executives (7-19), it appears that they receive slightly higher salaries than men at performing arts centers and arenas, and lower salaries at convention centers.

Since IAVM is an international association, all salary data includes international arenas. Pages 34-38 contain salary statistics which are limited to the U.S. and Canada.



Note: Does not take into account number of years of experience, education or geographic location.

Average 2014 Salaries: Total Arena Year to Year Changes

The average salaries reported since 2010 are shown below with substantial changes highlighted for job titles with 48 or more responses.

	2010 Average	2012 Average	2014 Average	△ 2014 vs. 2012	△ %	# of 2014 Responses
Senior Executive	\$107,896	\$118,179	\$124,896	+ \$6,717	+ 6%	77
Deputy Senior Executive	\$74,928	\$89,452	\$81,981	- \$7,471	- 8%	49
VP or Dir. of Operations		\$70,641	\$74,390	+ \$3,749	+ 5%	48
Chief Financial Officer	\$78,276	\$83,470	\$89,274	+ \$5,804	+ 7%	31
Dir. of Event Logistics/Client Services		\$56,102	\$57,723	+ \$1,621	+ 3%	32
Dir. of Guest Services		\$60,081	\$53,734	- \$6,347	- 11%	17
VP or Dir. of Human Resources	\$69,920	\$75,423	\$73,182	- \$2,241	- 3%	16
VP/Dir. of Sales & Marketing		\$71,975	\$59,798	- \$12,177	- 17%	25
VP/Dir. of Sales		\$83,608	\$94,009	+ \$10,401	+ 12%	7
VP/Dir. of Marketing and Public Relations		\$60,166	\$75,382	+ \$15,216	+ 25%	15
VP or Dir. of Public Relations	*	\$54,837	\$59,547	+ \$4,710	+ 9%	9
Chief Technology Officer/Information Officer	\$60,518	\$74,610	\$75,539	+ \$929	+ 1%	16
Controller/Accounting Manager	\$48,802	\$49,954	\$54,655	+ \$4,701	+ 9%	35
Event Manager/Coordinator: Senior Level		\$45,457	\$44,604	- \$853	- 2%	47
Event Manager/Coordinator: Entry Level		\$38,172	\$35,902	- \$2,270	- 6%	32
Sales or Booking Manager/Coordinator	\$54,304	\$41,484	\$50,264	+ \$8,780	+ 21%	18
Marketing Manager	\$56,056	\$47,837	\$46,982	- \$855	- 2%	27
Operations Manager		\$51,389	\$51,247	- \$142	- 0%	51
Box Office/Ticket Manager	\$47,414	\$50,724	\$46,740	- \$3,984	- 8%	54
House or Patron or Guest Relations Mgr.		\$41,632	\$43,434	+ \$1,802	+ 4%	14
Chief of Security	\$53,609	\$49,737	\$51,225	+ \$1,488	+ 3%	12
Asst. Chief of Security/Security Manager	\$52,398	\$40,795	\$45,648	+ \$4,853	+ 12%	6
Chief Engineer/Plant or Facility Manager	\$55,689	\$54,688	\$53,131	- \$1,557	- 3%	31
Mgr. of Housekeeping/Janitorial/Conversions	\$42,468	\$40,878	\$36,707	- \$4,171	- 10%	34
Executive Assistant	\$36,086	\$38,763	\$37,602	- \$1,161	- 3%	43

Senior execs, +6%, Deputy
Senior execs, -8%, VP
Operations, +5%

Blank = Not asked in 2010 * = Base too small

BACKGROUND

Salary data continues to be the most requested information from IAVM. The IAVM Research Committee opted to create a simple salary survey that only included salary data for full-time staff in the top three levels of a venue. Fringe benefits and perks were not included in this version.



The Report contains the following 2014 salary statistics for 32 separate job titles:

- Average
- Minimum
- 25th percentile
- Median
- 75th percentile
- Maximum
- Number of responses included in the calculation

The Report also includes average salary data from prior years, so that year to year differences can be examined.

85 U.S. arenas and 9 non-U.S. arenas completed the survey. For countries outside of the United States, the financial data was converted to U.S. Dollars and included in the results. For venue managers interested only in U.S./Canadian data, the average salaries can be found at pages 34-38 of this report.

METHODOLOGY

Using an internet-based platform provided by PeerFocus, the IAVM 2014 Salary Survey was conducted from January 7th through February 27th, 2014 with 1,082 IAVM member venues.

A total of 255 completed surveys were obtained (94 arenas, 60 performing arts centers, 86 convention centers and 15 stadiums) for a response rate of 24%.

The survey results are examined by several groupings, in order to make this report more meaningful to you. The number of arenas included in each group is shown below.

Sample of Arenas That Participated					
Size of Venue (number of seats)		Venue is:		Ownership	
Large (Over 12,000)	29	Part of a complex	48	Public Owner (Government/Authority)	70
Medium (7,501 to 12,000)	28	Not part of a complex	46	Not Public Owner (Private/Non-profit/Other)	24
Small (Up to 7,500)	37	University based	35		
		Not University based	59		
Market Tier		Management			
1st	32			Public Management (Government/Authority)	43
2nd	30			Not Public Management (Management	51
3rd	32			Company/ Non-Profit/Other)	

The data does not take into account number of years of experience, education or geographic location. Due to situations where the cost of living is higher than other locations within an area, such as New York City or San Diego, the use of geographic location was excluded.

All data reflects the information provided by participants. When data appeared to be contradictory or unlikely, the accuracy was verified with the reporting organization. Outliers and data that could not be confirmed were removed.

The data collection and calculation process was a very extensive multi-step process. In the initial data collection process, significant effort was made to ensure that obvious errors or missing responses in the data were followed up and corrected. Averages and standard deviations were calculated and responses that did not fall within 2 standard deviations of the average were excluded. (Standard deviation is a statistical tool used to measure variability or spread of a sampling of data. In an analysis of collected data, there can be concern about the validity of survey conclusions should there be certain data that are dramatically different than all of the other collected data. A statistical rule-of-thumb for the type of data collected is that approximately 95% of the data falls within two standard deviations of the calculated average.)

No calculations are included when there were less than four responses. As with any type of benchmarking, this is provided as a guideline and you are encouraged to use your discretion and other sources in conjunction with the data herein.

We hope you will find the following information useful and we encourage you to participate in future surveys. Should you have any questions on the Report, please contact Frank Ingoglia at Frank.Ingoglia@iavm.org.

ANALYTICAL NOTE AND JOB TITLES INCLUDED IN THE SURVEY

On all tables included in this report:

- Data is not shown when base sizes are 3 or less.
- Percentage totals may not add to 100% due to rounding.

The 32 job titles covered in this survey, along with further description provided to respondents, are shown below but report data is included for only those job titles pertinent to arenas.

The 32 job titles covered in this survey, along with further description provided to respondents are:

01. Senior Executive

Responsibility: Overall management of the organization

Typically reports to outside oversight such as corp. management, Board of Directors/Trustees, government dept. head, etc.

Example Titles: President, CEO, GM, Executive Director, Managing Director, etc.

If you have more than one of these titles, report on the salary of the most senior title.

02. Deputy Senior Executive

Responsibility: Daily overall operation of the venue and/or programming.

Typically reports to (01) or the same outside authority as the Senior Executive reports to.

Example Titles: COO, GM or Assistant GM, Assistant Director, Assistant Executive Director, Producing Director

If you have more than one of these titles, report on the salary of the most senior title.

03. Vice President, Operations/Director of Operations

Responsibility: Oversight of all venue operations, including facility maintenance and management, construction and real property operations. May include patron services, executive oversight of operations, food and beverage services, production services and facility renovations.

Typically reports to: (01) or (02).

04. Chief Financial Officer

Responsibility: Overall oversight of financial operations

Typically reports to (01), (02) or Board of Directors.

Example Titles: CFO, Vice President of Finance, Director of Finance, Comptroller, etc.

If you have more than one of these titles, report on the salary of the most senior title.

05. Director of Development/Fundraising/Sponsorship

Responsibility: Raising the contributed revenue budget goal. Oversees capital and endowment campaigns and supervises fundraising staff.
Typically reports to: (01) or (02).

06. Director of Programming/Director of Entertainment/Programming Manager

Responsibility: Selects and contracts for programming on which the venue takes an “at risk” position (as opposed to programming produced or presented by rental clients or resident tenants.)
Typically reports to (01), (02) or (03).

07. Director of Event Logistics/Client Services/Production

Responsibility: Overall oversight of staff planning and coordinating event logistics, including possibly oversight of stage/production operations, for outside client events and events produced by the organization. Doesn't typically include patron or guest services.
Typically reports to (01), (02) or (03).
Example titles: Dir. of Events, Dir. of Client Services, Dir. of Production, Dir. Of Convention Services, Production Manager, etc.
If you have more than one of these titles, report on the salary of the most senior title.

08. Director of Guest Services

Responsibility: Oversight of all procedures and programs that improve guest satisfaction within a venue. Daily oversight of all public areas and operations of a performing arts center. Could oversee merchandising, food and beverage, A.D.A. compliance services or other patron amenities. Insures quality experience for patrons. Does not typically include client/tenant services.
Typically reports to (01), (02) or (03).
Example titles: Patron Services Director or Manager, Guest Relations Director or Manager, Front of House Manager, Customer Service Manager, etc.
If you have more than one of these titles, report on the salary of the most senior title.

09. Vice President, Human Resources/Director of Human Resources

Responsibility: Overall oversight of human resources and capital
Typically reports to (01), (02) or (04).
If you have more than one of these titles, report on the salary of the most senior title.

10. Vice President/Director of Sales & Marketing

If the roles of Sales and Marketing are separated for your organization at this level, report separately in (11) and/or (12).
Responsibility: Management of all sales and marketing functions. May include PR, event/promoter local marketing, and/or community outreach responsibilities in addition to marketing the venue's events and facilities, to include productions presented by the venue (as opposed to rental events and/or marketing specifically for the venue).
Do not report on individual program managers, such as regional sales managers or group sales managers, etc.

11. Vice President/Director of Sales

If the roles of Sales and Marketing are combined for your organization at this level, only report in (10).
Responsibility: Management of venue and facility sales functions and not marketing.
Do not report on individual program managers, such as regional sales managers or group sales managers, etc.

12. Vice President/Director of Marketing and Public Relations

If the roles of Sales and Marketing are combined for your organization at this level, only report in (10).

Responsibility: Management of venue and facility marketing functions and not sales. May include PR, event/promoter local marketing, and/or community outreach responsibilities in addition to marketing the venue.

Do not report on individual program managers, such as regional marketing managers or group marketing managers, etc.

13. Vice President, Public Relations/Director of Public Relations/Director of Communications

Responsibility: Overall oversight of public relations and corporate communications. Can include oversight of social media strategy, also government relations/public affairs.

Typically reports to (01), (02) or (10)

If you have more than one of these titles, report on the salary of the most senior title.

14. Chief Technology Officer/Information Officer

Responsibility: Overall oversight of technology operations

Example Titles: CTO, Director of Information Management, Director of IT, Director of Computer Systems, IT Manager, Systems Manager

Typically reports to (01), (02), (03) or (04).

If you have more than one of these titles, report on the salary of the most senior title.

15. Controller/Accounting Manager

Responsibility: Daily oversight of financial operations

Typically reports to (04)

If you have more than one of these titles, report on the salary of the most senior title.

Do not report on program managers, such as A/R, A/P or Payroll, etc.

16. Event Manager/Event Coordinator: Senior Level Only

Responsibility: Overall planning and coordination of venue services for assigned events

Typically reports to (07)

17. Event Manager/Event Coordinator: Entry Level Only

Responsibility: Overall planning and coordination of venue services for assigned events

Typically reports to (07) or (16)

18. Sales Manager/Booking Manager/Sales and Booking Coordinator

Responsibility: Generating and closing daily rentals of the venue. May be responsible for an assigned market, such as regional sales or corporate sales.

Typically reports to (10) or (11), may report to (01), (02) or (03), especially in smaller organizations.

If there are multiple sales managers responsible for this function, record the number of them and provide an average salary.

19. Marketing Manager

Responsibility: Promotion of the venue brand and positioning of the venue in its competitive marketplace.

Typically reports to (10) or (12)

If there are multiple marketing managers responsible for this function, record the number of them and provide an average salary.

20. Sponsorship Manager

Responsibility: Securing and fulfilling sponsorships from business sources, local and national as appropriate.
Typically reports to (05)

21. Operations Manager

Responsibility: Day to day venue operations, may include facility management and/or event support oversight.
Typically reports to (03) or (07).

22. Production Manager

Responsibility: Daily oversight of performance-related logistics for rehearsals and performances, as well as operations and maintenance of production systems and equipment. Advances upcoming performance events, especially from a technical/production standpoint in a performing arts center.
Typically reports to (02), (03), or (07).
If you have more than one of these titles, report on the salary of the most senior title.

23. Technical Director/Manager

Responsibility: Daily oversight of the technical and stage operations for a theatre or performing arts center. Supervises stage department heads during events.
Typically reports to (02), (03), (07), or (22).

24. Production or Stage Department Head

Responsibility: Daily operation of a trade craft (Stage Carpenter, Electrical, Sound, Rigging, etc.)
Typically reports to (22) or (23)
If there are multiple production or stage dept. heads, record the number of them and provide an average salary. Can include Union or non-union house crew persons.

25. Director/Manager of Education/Outreach

Responsibility: Oversight of educational, family and community outreach programs for a venue.
Typically reports to (02), (03), (10) or (12)

26. Box Office/Ticket Manager

Responsibility: Daily management of ticket sales and ticket sellers
Typically reports to (03), (04), (10) or (12)
If you have more than one of these titles, report on the salary of the most senior title.

27. House Manager/Patron Services Manager/Guest Relations Manager

Responsibility: Supervision of admissions/guest services day-of-event staff, oversight of direct delivery of patron service related amenities and programs, usually during events.
Typically reports to (03), (06) or (07)

28. Chief of Security

Responsibility: Overall oversight of safety and security operations
Typically reports to (03)

29. Assistant Chief of Security/Security Manager

Responsibility: Daily oversight of safety and security operations

Typically reports to (28)

If you have multiple managers responsible for separate related operations (Security, Parking, Safety, etc.), record the number of them and provide an average salary.

30. Chief Engineer/Plant Manager/Facility Manager

Responsibility: Daily management of physical plant operations

Typically reports to (03)

If there are multiple managers responsible for separate related operations (Maintenance, HVAC, Central Plant, Parking, etc.), record the number of them and provide an average salary.

31. Manager of Housekeeping/Janitorial/Conversions

Responsibility: Daily housekeeping and/or setup of function space

Typically reports to (03) or (30)

If there are multiple managers responsible for separate related operations (Housekeeping, Function Space Changeovers, etc.), record the number of them and provide an average salary.

32. Executive Assistant

Responsibility: Provides administrative support at the senior executive level. Is not classified as an Administrative Assistant.

Typically reports to (01) or (02)

If there are multiple Executive Assistants, record the number of them and provide an average salary.

DETAILED SALARY INFORMATION



Since IAVM is an international association, all salary data includes international arenas. Pages 34-38 contain salary statistics which are limited to the U.S. and Canada.

Average 2014 Salaries: Total Arenas

Below are the average reported salary statistics at arenas in 2014, followed by a table that includes year to year changes.

	Average	Minimum	25th Percentile	Median	75th Percentile	Maximum	# of Responses
Senior Executive	\$124,896	\$49,270	\$100,000	\$109,043	\$140,000	\$295,000	77
Deputy Senior Executive	\$81,981	\$40,638	\$64,200	\$76,891	\$91,931	\$185,000	49
VP or Dir. of Operations	\$74,390	\$39,710	\$60,000	\$69,320	\$86,834	\$136,594	48
Chief Financial Officer	\$89,274	\$50,000	\$58,500	\$75,729	\$101,579	\$203,557	31
Dir. of Event Logistics/Client Services	\$57,723	\$30,000	\$49,750	\$55,873	\$68,200	\$89,773	32
Dir. of Guest Services	\$53,734	\$31,000	\$40,000	\$47,250	\$56,000	\$100,000	17
VP or Dir. of Human Resources	\$73,182	\$35,000	\$51,875	\$73,563	\$95,000	\$120,000	16
VP/Dir. of Sales & Marketing	\$59,798	\$32,500	\$49,000	\$56,000	\$60,300	\$143,500	25
VP/Dir. of Sales	\$94,009	\$53,000	\$64,500	\$90,000	\$108,500	\$169,066	7
VP/Dir. of Marketing and Public Relations	\$75,382	\$27,000	\$56,500	\$66,000	\$90,178	\$150,000	15
VP or Dir. of Public Relations	\$59,547	\$29,000	\$45,000	\$69,300	\$71,750	\$75,315	9
Chief Technology Officer/Information Officer	\$75,539	\$34,224	\$56,768	\$70,358	\$97,422	\$140,000	16
Controller/Accounting Manager	\$54,655	\$28,000	\$46,450	\$51,500	\$60,000	\$97,000	35
Event Manager/Coordinator: Senior Level	\$44,604	\$30,000	\$37,000	\$44,567	\$50,599	\$65,000	47
Event Manager/Coordinator: Entry Level	\$35,902	\$25,000	\$32,889	\$35,455	\$40,000	\$46,509	32
Sales or Booking Manager/Coordinator	\$50,264	\$32,000	\$40,010	\$46,795	\$59,122	\$80,000	18
Marketing Manager	\$46,982	\$27,000	\$37,927	\$47,000	\$54,793	\$67,579	27
Operations Manager	\$51,247	\$30,000	\$39,988	\$50,000	\$60,000	\$98,000	51
Box Office/Ticket Manager	\$46,740	\$30,000	\$40,000	\$45,500	\$54,200	\$67,908	54
House or Patron or Guest Relations Mgr.	\$43,434	\$28,228	\$38,500	\$42,000	\$49,855	\$57,000	14
Chief of Security	\$51,225	\$34,000	\$40,396	\$45,595	\$65,250	\$76,000	12
Asst. Chief of Security/Security Manager	\$45,648	\$15,000	\$35,213	\$44,750	\$57,770	\$75,244	6
Chief Engineer/Plant or Facility Manager	\$53,131	\$24,000	\$40,600	\$51,916	\$64,009	\$79,800	31
Mgr. of Housekeeping/Janitorial/Conversions	\$36,707	\$24,610	\$30,000	\$37,829	\$40,000	\$53,598	34
Executive Assistant	\$37,602	\$22,000	\$30,000	\$37,658	\$41,950	\$58,157	43

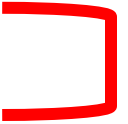
Average 2014 Salaries: Total Arenas Year to Year Changes

For job titles with base sizes of 48 or more, salaries have risen since 2012 for Senior Execs and VPs of Operations, but declined for Deputy Senior Execs.

	2010 Average	2012 Average	2014 Average	△ 2014 vs. 2012	△ %	# of 2014 Responses
Senior Executive	\$107,896	\$118,179	\$124,896	+ \$6,717	+ 6%	77
Deputy Senior Executive	\$74,928	\$89,452	\$81,981	- \$7,471	- 8%	49
VP or Dir. of Operations		\$70,641	\$74,390	+ \$3,749	+ 5%	48
Chief Financial Officer	\$78,276	\$83,470	\$89,274	+ \$5,804	+ 7%	31
Dir. of Event Logistics/Client Services		\$56,102	\$57,723	+ \$1,621	+ 3%	32
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Chief Engineer/Plant or Facility Manager	\$55,689	\$54,688	\$53,131	- \$1,557	- 3%	31
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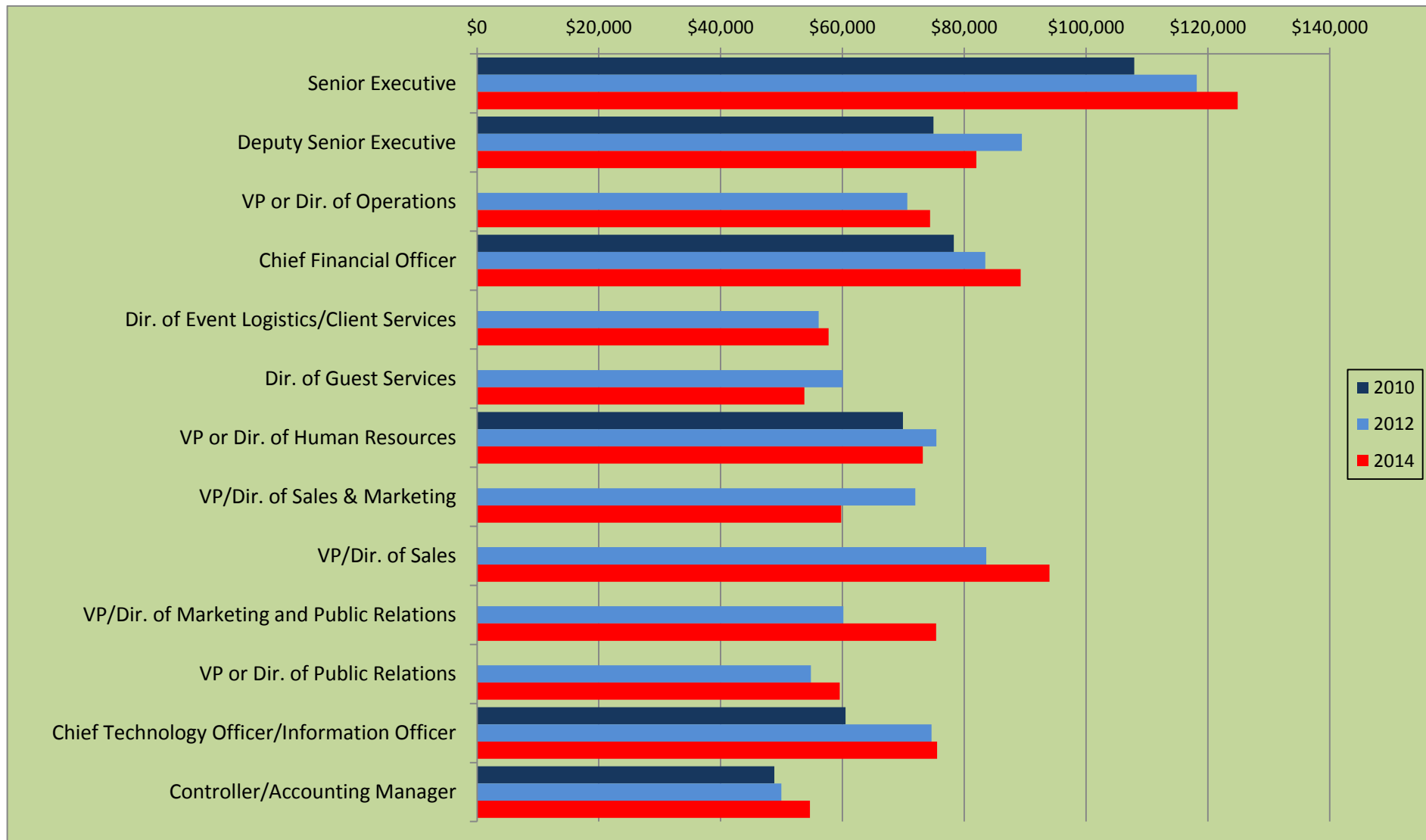
Blank = Not asked in 2010

* = Base too small



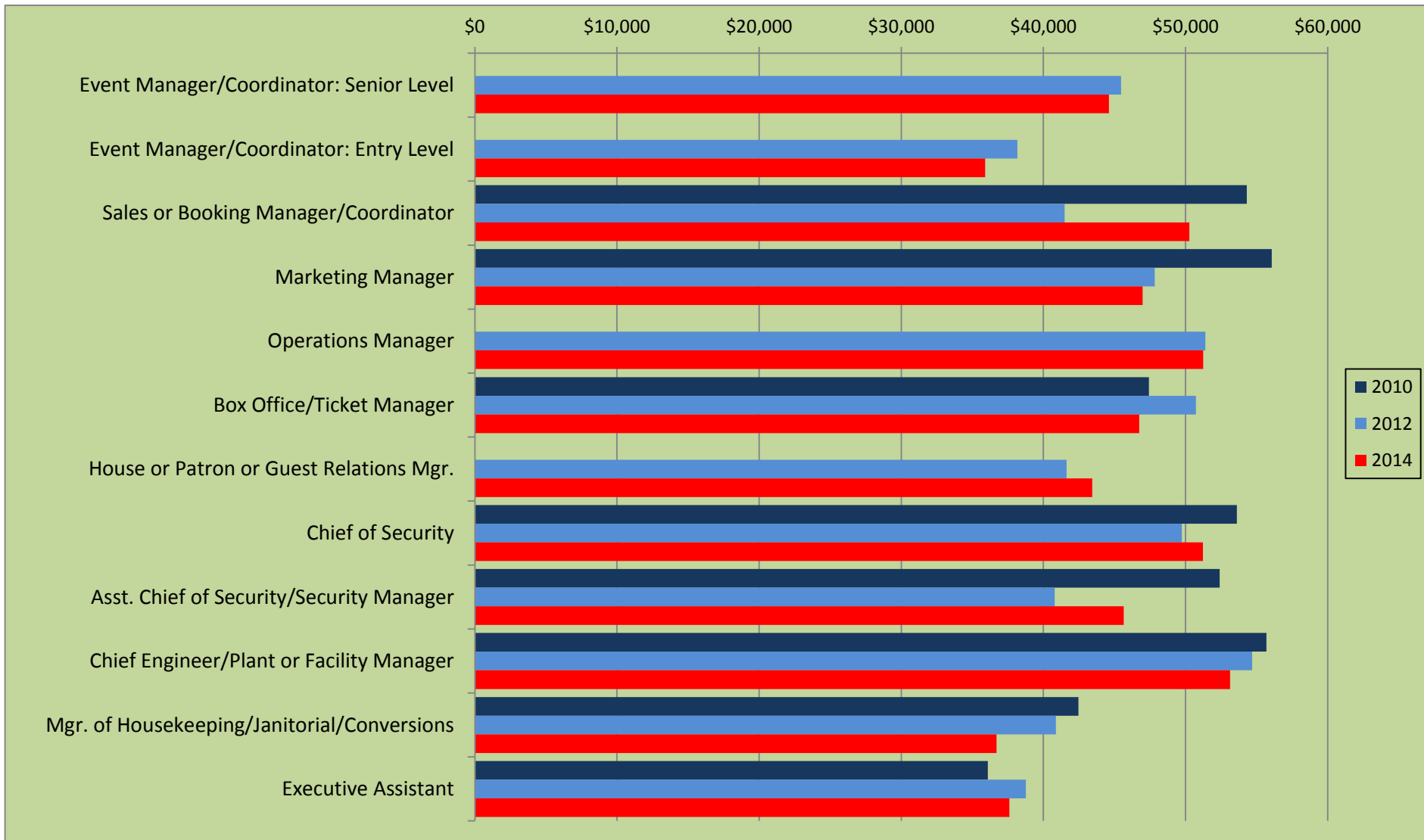
Average 2014 Salaries: Total Arenas Year to Year Changes (continued)

The following two pages present the trended salary data in chart form for all the arena positions.



Average 2014 Salaries: Total Arenas Year to Year Changes (continued)

The following two pages present the trended salary data in chart form for all the arena positions.



Subsequent pages contain salary information by size of the venue, market tier, whether or not it's part of a complex or university, and ownership/management structure. Because of the instability of small base sizes, no year to year changes are presented.

If the reader is interested in creating unique subgroups for analysis, contact the IAVM Research Manager (frank.ingoglia@iavm.org) to discuss feasibility and timing.

Average 2014 Salaries: Size of Arena – Large

	Average	Minimum	25th Percentile	Median	75th Percentile	Maximum	# of Responses
Senior Executive	\$161,092	\$81,500	\$112,000	\$154,000	\$198,961	\$280,000	25
Deputy Senior Executive	\$108,573	\$59,000	\$72,000	\$93,075	\$123,921	\$288,000	19
VP or Dir. of Operations	\$95,833	\$50,000	\$72,000	\$92,728	\$116,406	\$141,216	18
Chief Financial Officer	\$106,570	\$50,000	\$75,231	\$101,579	\$127,747	\$190,000	14
Dir. of Event Logistics/Client Services	\$61,156	\$30,000	\$50,500	\$62,665	\$71,278	\$89,773	15
Dir. of Guest Services	\$72,095	\$40,000	\$45,000	\$74,555	\$95,000	\$117,680	9
VP or Dir. of Human Resources	\$82,243	\$45,000	\$54,375	\$94,144	\$95,000	\$120,000	12
VP/Dir. of Sales & Marketing	\$101,631	\$45,000	\$58,066	\$83,023	\$143,500	\$188,288	9
VP/Dir. of Sales							3
VP/Dir. of Marketing and Public Relations	\$93,298	\$27,000	\$75,255	\$90,000	\$101,205	\$165,000	11
VP or Dir. of Public Relations	\$62,340	\$29,000	\$57,150	\$71,015	\$73,375	\$75,315	7
Chief Technology Officer/Information Officer	\$83,352	\$40,000	\$64,168	\$75,500	\$106,486	\$140,000	10
Controller/Accounting Manager	\$64,491	\$45,000	\$49,567	\$60,000	\$69,556	\$100,000	14
Event Manager/Coordinator: Senior Level	\$53,565	\$41,000	\$45,618	\$54,101	\$57,000	\$70,608	17
Event Manager/Coordinator: Entry Level	\$37,927	\$25,000	\$35,250	\$39,110	\$41,250	\$46,509	12
Sales or Booking Manager/Coordinator	\$55,260	\$17,000	\$40,020	\$56,487	\$65,000	\$84,730	9
Marketing Manager	\$49,994	\$30,000	\$42,489	\$50,000	\$60,847	\$67,579	15
Operations Manager	\$59,904	\$30,000	\$51,000	\$58,000	\$65,000	\$98,000	17
Box Office/Ticket Manager	\$58,682	\$35,000	\$50,250	\$56,243	\$67,181	\$86,000	18
House or Patron or Guest Relations Mgr.	\$45,971	\$34,500	\$40,750	\$43,500	\$52,956	\$57,000	8
Chief of Security	\$59,723	\$34,000	\$45,000	\$65,000	\$75,315	\$96,000	9
Asst. Chief of Security/Security Manager	\$45,648	\$15,000	\$35,213	\$44,750	\$57,770	\$75,244	6
Chief Engineer/Plant or Facility Manager	\$57,537	\$31,000	\$48,273	\$59,185	\$66,656	\$79,800	16
Mgr. of Housekeeping/Janitorial/Conversions	\$39,914	\$25,000	\$36,500	\$40,000	\$46,036	\$52,000	11
Executive Assistant	\$45,632	\$30,000	\$38,825	\$42,182	\$53,750	\$63,000	18

Average 2014 Salaries: Size of Arena – Medium

	Average	Minimum	25th Percentile	Median	75th Percentile	Maximum	# of Responses
Senior Executive	\$107,224	\$70,000	\$94,250	\$104,150	\$120,323	\$182,000	22
Deputy Senior Executive	\$76,883	\$53,040	\$64,931	\$76,446	\$88,328	\$108,563	18
VP or Dir. of Operations	\$68,031	\$50,000	\$60,500	\$67,547	\$75,375	\$90,000	15
Chief Financial Officer	\$66,192	\$54,000	\$56,250	\$62,500	\$73,047	\$87,425	6
Dir. of Event Logistics/Client Services	\$54,297	\$43,316	\$49,506	\$54,299	\$56,743	\$75,000	10
Dir. of Guest Services	\$44,959	\$37,000	\$40,000	\$43,973	\$49,342	\$55,000	6
VP or Dir. of Human Resources	\$75,975	\$35,000	\$50,000	\$55,500	\$81,475	\$157,901	4
VP/Dir. of Sales & Marketing	\$56,803	\$50,000	\$52,500	\$56,000	\$60,115	\$66,392	7
VP/Dir. of Sales							2
VP/Dir. of Marketing and Public Relations							3
VP or Dir. of Public Relations							2
Chief Technology Officer/Information Officer	\$63,019	\$34,224	\$45,000	\$62,703	\$71,316	\$101,853	5
Controller/Accounting Manager	\$45,219	\$28,000	\$37,183	\$49,257	\$51,047	\$59,605	12
Event Manager/Coordinator: Senior Level	\$39,832	\$30,000	\$35,000	\$38,160	\$41,750	\$54,300	15
Event Manager/Coordinator: Entry Level	\$35,755	\$28,000	\$32,529	\$35,000	\$38,000	\$45,018	12
Sales or Booking Manager/Coordinator	\$47,318	\$35,000	\$38,000	\$48,590	\$55,000	\$60,000	5
Marketing Manager	\$42,098	\$28,000	\$34,250	\$44,500	\$48,750	\$54,585	6
Operations Manager	\$45,050	\$30,000	\$39,975	\$45,000	\$50,000	\$60,000	17
Box Office/Ticket Manager	\$46,401	\$35,000	\$40,000	\$45,651	\$51,125	\$60,000	16
House or Patron or Guest Relations Mgr.	\$40,052	\$28,228	\$35,750	\$39,000	\$43,062	\$55,000	6
Chief of Security							2
Asst. Chief of Security/Security Manager							0
Chief Engineer/Plant or Facility Manager	\$48,324	\$39,453	\$43,750	\$51,000	\$52,208	\$55,896	7
Mgr. of Housekeeping/Janitorial/Conversions	\$34,878	\$25,950	\$30,000	\$34,984	\$39,714	\$43,331	14
Executive Assistant	\$35,329	\$22,000	\$30,000	\$36,000	\$39,144	\$46,176	17

Average 2014 Salaries: Size of Arenas – Small

	Average	Minimum	25th Percentile	Median	75th Percentile	Maximum	# of Responses
Senior Executive	\$101,233	\$49,270	\$86,500	\$101,000	\$110,000	\$148,710	29
Deputy Senior Executive	\$66,024	\$40,638	\$51,000	\$63,077	\$85,000	\$91,931	13
VP or Dir. of Operations	\$58,758	\$39,710	\$51,500	\$60,000	\$65,450	\$78,337	15
Chief Financial Officer	\$67,481	\$50,000	\$58,573	\$67,024	\$75,000	\$88,222	10
Dir. of Event Logistics/Client Services	\$49,888	\$35,000	\$46,250	\$50,316	\$56,102	\$60,770	6
Dir. of Guest Services							3
VP or Dir. of Human Resources							1
VP/Dir. of Sales & Marketing	\$49,631	\$32,500	\$44,797	\$49,000	\$55,825	\$65,901	11
VP/Dir. of Sales							2
VP/Dir. of Marketing and Public Relations							2
VP or Dir. of Public Relations							1
Chief Technology Officer/Information Officer							1
Controller/Accounting Manager	\$52,537	\$38,000	\$45,000	\$51,500	\$58,000	\$71,550	9
Event Manager/Coordinator: Senior Level	\$40,412	\$30,000	\$35,000	\$43,000	\$44,888	\$51,779	15
Event Manager/Coordinator: Entry Level	\$33,087	\$25,000	\$27,375	\$35,000	\$36,625	\$40,000	8
Sales or Booking Manager/Coordinator	\$40,108	\$32,000	\$39,541	\$41,000	\$43,000	\$45,000	5
Marketing Manager	\$44,336	\$27,000	\$34,000	\$47,007	\$53,253	\$60,000	6
Operations Manager	\$47,336	\$32,000	\$35,000	\$41,250	\$58,250	\$68,725	16
Box Office/Ticket Manager	\$41,945	\$30,000	\$36,250	\$42,182	\$45,750	\$57,071	22
House or Patron or Guest Relations Mgr.							0
Chief of Security							2
Asst. Chief of Security/Security Manager							0
Chief Engineer/Plant or Facility Manager	\$45,456	\$24,000	\$39,552	\$41,200	\$53,994	\$65,901	7
Mgr. of Housekeeping/Janitorial/Conversions	\$33,389	\$24,610	\$29,250	\$31,563	\$38,074	\$45,394	8
Executive Assistant	\$31,792	\$24,000	\$27,143	\$29,924	\$36,875	\$41,514	10

Average 2014 Salaries: Size of Arena Market – First Tier

	Average	Minimum	25th Percentile	Median	75th Percentile	Maximum	# of Responses
Senior Executive	\$155,315	\$81,500	\$108,000	\$126,800	\$198,961	\$295,000	25
Deputy Senior Executive	\$100,992	\$46,000	\$66,061	\$85,000	\$120,340	\$288,000	23
VP or Dir. of Operations	\$94,495	\$50,000	\$69,640	\$95,455	\$117,875	\$145,000	17
Chief Financial Officer	\$112,103	\$50,000	\$65,000	\$101,579	\$157,360	\$203,557	14
Dir. of Event Logistics/Client Services	\$58,941	\$30,000	\$50,000	\$57,925	\$70,555	\$89,773	17
Dir. of Guest Services	\$66,229	\$37,000	\$45,563	\$52,904	\$89,889	\$117,680	10
VP or Dir. of Human Resources	\$91,802	\$45,000	\$93,389	\$94,572	\$96,250	\$120,000	8
VP/Dir. of Sales & Marketing	\$99,079	\$45,000	\$56,000	\$83,023	\$143,500	\$188,288	9
VP/Dir. of Sales							3
VP/Dir. of Marketing and Public Relations	\$99,697	\$27,000	\$88,000	\$90,355	\$108,266	\$165,000	9
VP or Dir. of Public Relations	\$67,897	\$45,000	\$69,729	\$71,383	\$74,188	\$75,315	6
Chief Technology Officer/Information Officer	\$93,747	\$47,072	\$71,856	\$98,899	\$111,920	\$140,000	8
Controller/Accounting Manager	\$69,786	\$35,000	\$59,605	\$66,500	\$85,000	\$100,000	13
Event Manager/Coordinator: Senior Level	\$49,708	\$30,000	\$42,000	\$50,003	\$56,487	\$70,608	21
Event Manager/Coordinator: Entry Level	\$37,375	\$25,000	\$32,975	\$39,541	\$41,000	\$46,509	15
Sales or Booking Manager/Coordinator	\$53,983	\$17,000	\$39,890	\$54,743	\$65,825	\$84,730	8
Marketing Manager	\$56,964	\$45,000	\$50,445	\$57,543	\$64,048	\$67,579	10
Operations Manager	\$53,653	\$30,000	\$42,041	\$50,500	\$60,566	\$98,000	20
Box Office/Ticket Manager	\$56,334	\$35,000	\$47,944	\$53,300	\$63,813	\$80,000	18
House or Patron or Guest Relations Mgr.	\$48,971	\$34,500	\$41,000	\$47,890	\$56,615	\$70,000	8
Chief of Security	\$55,967	\$34,000	\$35,000	\$45,189	\$75,315	\$96,000	9
Asst. Chief of Security/Security Manager	\$45,278	\$15,000	\$32,950	\$42,000	\$61,194	\$75,244	5
Chief Engineer/Plant or Facility Manager	\$53,116	\$31,000	\$45,000	\$51,000	\$61,194	\$72,500	13
Mgr. of Housekeeping/Janitorial/Conversions	\$37,779	\$25,000	\$31,144	\$36,329	\$41,768	\$52,000	12
Executive Assistant	\$43,353	\$22,000	\$36,331	\$42,000	\$50,000	\$63,000	17

Average 2014 Salaries: Size of Arena Market – Second Tier

	Average	Minimum	25th Percentile	Median	75th Percentile	Maximum	# of Responses
Senior Executive	\$118,394	\$66,500	\$100,008	\$110,000	\$142,688	\$182,000	27
Deputy Senior Executive	\$75,172	\$40,638	\$61,750	\$76,891	\$90,000	\$100,000	15
VP or Dir. of Operations	\$71,188	\$42,000	\$62,000	\$69,000	\$80,000	\$90,000	17
Chief Financial Officer	\$74,248	\$53,000	\$63,328	\$68,250	\$87,772	\$105,000	10
Dir. of Event Logistics/Client Services	\$56,125	\$45,000	\$48,000	\$53,316	\$62,478	\$75,000	8
Dir. of Guest Services	\$51,124	\$40,000	\$40,000	\$40,820	\$55,000	\$79,800	5
VP or Dir. of Human Resources	\$50,583	\$35,000	\$50,625	\$53,750	\$55,000	\$56,000	6
VP/Dir. of Sales & Marketing	\$55,963	\$44,593	\$53,750	\$56,825	\$58,550	\$66,392	8
VP/Dir. of Sales	\$69,750	\$53,000	\$56,000	\$64,500	\$78,250	\$97,000	4
VP/Dir. of Marketing and Public Relations	\$57,968	\$42,840	\$58,000	\$60,000	\$63,000	\$66,000	5
VP or Dir. of Public Relations							3
Chief Technology Officer/Information Officer	\$55,990	\$34,224	\$41,250	\$57,200	\$70,837	\$76,000	6
Controller/Accounting Manager	\$50,871	\$45,000	\$48,255	\$50,000	\$53,000	\$60,000	11
Event Manager/Coordinator: Senior Level	\$43,069	\$34,134	\$37,000	\$41,250	\$45,269	\$65,000	14
Event Manager/Coordinator: Entry Level	\$34,250	\$27,000	\$32,750	\$35,000	\$36,250	\$40,000	12
Sales or Booking Manager/Coordinator	\$51,659	\$35,000	\$40,510	\$48,590	\$62,500	\$72,000	7
Marketing Manager	\$40,738	\$27,000	\$33,000	\$41,989	\$46,250	\$60,000	12
Operations Manager	\$48,707	\$30,000	\$37,709	\$48,000	\$58,549	\$67,295	19
Box Office/Ticket Manager	\$46,826	\$35,000	\$40,000	\$43,680	\$56,000	\$61,726	23
House or Patron or Guest Relations Mgr.	\$40,371	\$28,228	\$38,500	\$40,000	\$40,750	\$55,000	6
Chief of Security							3
Asst. Chief of Security/Security Manager							1
Chief Engineer/Plant or Facility Manager	\$54,685	\$36,941	\$41,200	\$52,500	\$64,000	\$79,800	13
Mgr. of Housekeeping/Janitorial/Conversions	\$36,376	\$25,950	\$30,800	\$38,000	\$41,500	\$45,394	15
Executive Assistant	\$35,707	\$28,000	\$35,000	\$36,000	\$38,500	\$41,900	13

Average 2014 Salaries: Size of Arena Market – Third Tier

	Average	Minimum	25th Percentile	Median	75th Percentile	Maximum	# of Responses
Senior Executive	\$97,396	\$49,270	\$86,375	\$100,250	\$109,157	\$133,702	24
Deputy Senior Executive	\$71,226	\$45,300	\$55,282	\$74,000	\$78,953	\$104,262	12
VP or Dir. of Operations	\$59,487	\$39,710	\$50,750	\$60,000	\$65,676	\$78,337	14
Chief Financial Officer	\$65,084	\$50,000	\$55,625	\$70,608	\$73,865	\$76,000	7
Dir. of Event Logistics/Client Services	\$51,438	\$35,000	\$50,900	\$54,299	\$56,493	\$58,038	6
Dir. of Guest Services							3
VP or Dir. of Human Resources							1
VP/Dir. of Sales & Marketing	\$48,781	\$32,500	\$45,000	\$49,000	\$55,000	\$60,300	9
VP/Dir. of Sales							0
VP/Dir. of Marketing and Public Relations							2
VP or Dir. of Public Relations							0
Chief Technology Officer/Information Officer							2
Controller/Accounting Manager	\$48,830	\$37,911	\$41,500	\$48,607	\$53,849	\$65,782	10
Event Manager/Coordinator: Senior Level	\$42,154	\$30,000	\$35,000	\$43,000	\$46,554	\$57,715	14
Event Manager/Coordinator: Entry Level	\$33,059	\$25,000	\$26,875	\$31,577	\$37,761	\$44,083	4
Sales or Booking Manager/Coordinator	\$42,600	\$32,000	\$38,000	\$43,000	\$45,000	\$55,000	5
Marketing Manager	\$44,753	\$30,000	\$42,000	\$47,007	\$49,760	\$55,000	4
Operations Manager	\$48,662	\$34,775	\$37,358	\$48,931	\$54,808	\$71,998	11
Box Office/Ticket Manager	\$40,491	\$30,000	\$35,000	\$40,872	\$45,500	\$50,838	15
House or Patron or Guest Relations Mgr.							0
Chief of Security							1
Asst. Chief of Security/Security Manager							0
Chief Engineer/Plant or Facility Manager	\$49,127	\$24,000	\$39,800	\$51,916	\$64,018	\$65,901	5
Mgr. of Housekeeping/Janitorial/Conversions	\$32,578	\$24,610	\$28,500	\$33,000	\$37,500	\$38,855	6
Executive Assistant	\$34,551	\$24,000	\$27,143	\$33,135	\$41,781	\$46,176	14

Average 2014 Salaries: Arena is Part of a Complex - Yes

	Average	Minimum	25th Percentile	Median	75th Percentile	Maximum	# of Responses
Senior Executive	\$119,767	\$66,500	\$100,250	\$110,000	\$129,777	\$200,000	38
Deputy Senior Executive	\$79,896	\$45,300	\$74,500	\$79,100	\$90,000	\$117,680	23
VP or Dir. of Operations	\$68,408	\$42,000	\$60,000	\$66,724	\$72,938	\$111,000	30
Chief Financial Officer	\$75,800	\$53,000	\$64,145	\$75,729	\$86,924	\$105,000	15
Dir. of Event Logistics/Client Services	\$54,365	\$30,000	\$45,000	\$55,500	\$61,244	\$77,800	16
Dir. of Guest Services	\$53,124	\$40,000	\$41,986	\$51,473	\$55,750	\$79,800	6
VP or Dir. of Human Resources	\$61,163	\$35,000	\$46,500	\$55,000	\$75,072	\$95,000	7
VP/Dir. of Sales & Marketing	\$57,580	\$45,000	\$50,000	\$56,650	\$60,230	\$79,800	13
VP/Dir. of Sales	\$69,750	\$53,000	\$56,000	\$64,500	\$78,250	\$97,000	4
VP/Dir. of Marketing and Public Relations	\$65,658	\$27,000	\$57,250	\$61,500	\$71,500	\$108,266	8
VP or Dir. of Public Relations							1
Chief Technology Officer/Information Officer	\$60,631	\$40,000	\$52,500	\$62,703	\$70,358	\$76,000	7
Controller/Accounting Manager	\$51,733	\$38,000	\$47,790	\$50,948	\$55,372	\$65,782	16
Event Manager/Coordinator: Senior Level	\$44,050	\$30,000	\$36,500	\$43,000	\$50,597	\$65,000	27
Event Manager/Coordinator: Entry Level	\$35,067	\$27,000	\$31,750	\$35,000	\$38,550	\$45,018	16
Sales or Booking Manager/Coordinator	\$46,434	\$17,000	\$38,000	\$43,000	\$60,000	\$72,000	13
Marketing Manager	\$44,776	\$27,000	\$35,875	\$45,000	\$50,000	\$67,000	13
Operations Manager	\$48,414	\$32,000	\$39,988	\$48,931	\$56,361	\$68,725	27
Box Office/Ticket Manager	\$45,157	\$30,000	\$40,000	\$43,000	\$50,000	\$60,252	29
House or Patron or Guest Relations Mgr.	\$45,821	\$35,000	\$39,500	\$42,542	\$55,372	\$57,000	8
Chief of Security	\$51,053	\$34,000	\$37,750	\$48,000	\$62,000	\$75,315	6
Asst. Chief of Security/Security Manager							3
Chief Engineer/Plant or Facility Manager	\$54,638	\$31,000	\$41,200	\$52,500	\$64,018	\$79,800	17
Mgr. of Housekeeping/Janitorial/Conversions	\$36,440	\$27,000	\$30,800	\$37,658	\$40,000	\$51,940	19
Executive Assistant	\$35,877	\$26,724	\$30,000	\$36,135	\$39,971	\$46,000	24

Average 2014 Salaries: Arena is Part of a Complex - No

	Average	Minimum	25th Percentile	Median	75th Percentile	Maximum	# of Responses
Senior Executive	\$127,119	\$49,270	\$87,625	\$108,338	\$142,457	\$295,000	38
Deputy Senior Executive	\$90,173	\$40,638	\$60,300	\$71,500	\$98,031	\$288,000	26
VP or Dir. of Operations	\$85,749	\$39,710	\$62,094	\$81,309	\$109,000	\$145,000	18
Chief Financial Officer	\$97,716	\$50,000	\$56,000	\$71,500	\$120,310	\$203,557	15
Dir. of Event Logistics/Client Services	\$59,320	\$40,000	\$50,000	\$55,745	\$70,278	\$89,773	15
Dir. of Guest Services	\$54,067	\$31,000	\$38,500	\$45,000	\$62,181	\$100,000	11
VP or Dir. of Human Resources	\$82,530	\$45,000	\$52,500	\$94,144	\$95,000	\$120,000	9
VP/Dir. of Sales & Marketing	\$69,701	\$32,500	\$44,898	\$55,500	\$65,981	\$175,000	12
VP/Dir. of Sales							3
VP/Dir. of Marketing and Public Relations	\$96,308	\$42,840	\$76,785	\$90,178	\$108,108	\$165,000	8
VP or Dir. of Public Relations	\$61,830	\$29,000	\$54,947	\$70,158	\$72,563	\$75,315	8
Chief Technology Officer/Information Officer	\$83,315	\$34,224	\$58,586	\$85,473	\$103,890	\$140,000	8
Controller/Accounting Manager	\$60,314	\$29,836	\$45,750	\$56,303	\$69,556	\$100,000	18
Event Manager/Coordinator: Senior Level	\$45,351	\$30,000	\$40,625	\$44,672	\$51,028	\$65,000	20
Event Manager/Coordinator: Entry Level	\$38,415	\$32,950	\$35,064	\$39,000	\$41,000	\$46,509	14
Sales or Booking Manager/Coordinator	\$53,017	\$40,006	\$42,163	\$50,795	\$55,615	\$80,000	6
Marketing Manager	\$49,030	\$30,000	\$41,234	\$50,000	\$58,646	\$67,579	14
Operations Manager	\$53,330	\$30,000	\$39,220	\$52,000	\$65,375	\$98,000	23
Box Office/Ticket Manager	\$49,573	\$33,000	\$42,095	\$47,629	\$56,925	\$74,526	26
House or Patron or Guest Relations Mgr.	\$40,251	\$28,228	\$35,875	\$41,500	\$43,750	\$51,779	6
Chief of Security	\$57,769	\$35,000	\$43,597	\$45,189	\$70,500	\$96,000	7
Asst. Chief of Security/Security Manager							3
Chief Engineer/Plant or Facility Manager	\$51,300	\$24,000	\$40,993	\$50,500	\$62,592	\$72,500	14
Mgr. of Housekeeping/Janitorial/Conversions	\$37,047	\$24,610	\$28,116	\$38,000	\$45,197	\$53,598	15
Executive Assistant	\$38,940	\$17,957	\$29,250	\$39,000	\$47,750	\$60,000	20

Average 2014 Salaries: Arena is University Based - Yes

	Average	Minimum	25th Percentile	Median	75th Percentile	Maximum	# of Responses
Senior Executive	\$103,974	\$70,000	\$92,000	\$101,000	\$116,000	\$145,580	27
Deputy Senior Executive	\$69,946	\$46,000	\$61,038	\$67,500	\$80,906	\$89,437	23
VP or Dir. of Operations	\$60,018	\$50,000	\$51,025	\$54,000	\$69,640	\$77,500	9
Chief Financial Officer	\$65,408	\$50,000	\$54,466	\$60,000	\$75,750	\$87,425	7
Dir. of Event Logistics/Client Services	\$50,061	\$40,000	\$45,000	\$50,000	\$53,385	\$62,665	11
Dir. of Guest Services	\$42,975	\$37,000	\$40,000	\$40,820	\$47,250	\$49,807	5
VP or Dir. of Human Resources							2
VP/Dir. of Sales & Marketing	\$52,629	\$39,500	\$47,500	\$55,000	\$56,500	\$65,901	7
VP/Dir. of Sales							1
VP/Dir. of Marketing and Public Relations							2
VP or Dir. of Public Relations							2
Chief Technology Officer/Information Officer							2
Controller/Accounting Manager	\$45,881	\$29,836	\$39,478	\$45,500	\$48,642	\$66,500	12
Event Manager/Coordinator: Senior Level	\$41,610	\$30,000	\$35,790	\$41,246	\$48,250	\$54,780	14
Event Manager/Coordinator: Entry Level	\$37,014	\$31,000	\$35,000	\$36,738	\$40,000	\$42,442	12
Sales or Booking Manager/Coordinator	\$50,859	\$39,541	\$40,010	\$44,305	\$60,898	\$72,000	6
Marketing Manager	\$41,677	\$30,000	\$31,750	\$36,989	\$50,933	\$60,500	6
Operations Manager	\$46,788	\$30,000	\$37,418	\$42,459	\$55,467	\$68,725	21
Box Office/Ticket Manager	\$44,960	\$33,000	\$40,475	\$43,680	\$49,000	\$60,252	19
House or Patron or Guest Relations Mgr.	\$34,682	\$28,228	\$32,932	\$34,750	\$36,500	\$41,000	4
Chief of Security	\$39,299	\$35,000	\$35,000	\$38,597	\$42,896	\$45,000	4
Asst. Chief of Security/Security Manager							0
Chief Engineer/Plant or Facility Manager	\$50,407	\$36,941	\$39,863	\$49,682	\$54,250	\$72,500	8
Mgr. of Housekeeping/Janitorial/Conversions	\$33,452	\$25,000	\$29,393	\$32,984	\$38,000	\$40,000	14
Executive Assistant	\$33,731	\$17,957	\$29,250	\$33,166	\$40,121	\$47,000	12

Average 2014 Salaries: Arena is University Based - No

	Average	Minimum	25th Percentile	Median	75th Percentile	Maximum	# of Responses
Senior Executive	\$136,194	\$49,270	\$100,137	\$110,077	\$161,651	\$295,000	50
Deputy Senior Executive	\$98,506	\$40,638	\$74,250	\$90,966	\$108,891	\$288,000	26
VP or Dir. of Operations	\$80,533	\$39,710	\$61,631	\$71,500	\$90,000	\$145,000	40
Chief Financial Officer	\$94,542	\$50,000	\$63,365	\$76,000	\$103,500	\$203,557	23
Dir. of Event Logistics/Client Services	\$61,323	\$30,000	\$52,857	\$58,019	\$72,750	\$89,773	20
Dir. of Guest Services	\$56,732	\$31,000	\$40,000	\$47,945	\$67,900	\$100,000	11
VP or Dir. of Human Resources	\$76,672	\$35,000	\$55,000	\$92,635	\$95,000	\$120,000	14
VP/Dir. of Sales & Marketing	\$62,586	\$32,500	\$49,250	\$57,358	\$64,869	\$143,500	18
VP/Dir. of Sales	\$97,678	\$53,000	\$65,250	\$93,500	\$114,250	\$169,066	6
VP/Dir. of Marketing and Public Relations	\$77,183	\$27,000	\$58,000	\$66,000	\$90,355	\$150,000	13
VP or Dir. of Public Relations	\$62,273	\$41,281	\$51,631	\$69,300	\$73,375	\$75,315	7
Chief Technology Officer/Information Officer	\$79,426	\$40,000	\$60,676	\$73,158	\$100,376	\$140,000	14
Controller/Accounting Manager	\$60,470	\$28,000	\$50,198	\$55,000	\$65,841	\$100,000	23
Event Manager/Coordinator: Senior Level	\$46,748	\$30,000	\$37,750	\$45,000	\$54,250	\$70,608	34
Event Manager/Coordinator: Entry Level	\$35,774	\$25,000	\$32,475	\$35,654	\$41,000	\$46,509	19
Sales or Booking Manager/Coordinator	\$50,094	\$17,000	\$38,750	\$49,000	\$59,122	\$84,730	14
Marketing Manager	\$48,497	\$27,000	\$45,000	\$48,014	\$55,000	\$67,579	21
Operations Manager	\$54,367	\$32,000	\$45,000	\$51,500	\$60,895	\$98,000	30
Box Office/Ticket Manager	\$47,895	\$30,000	\$40,000	\$46,301	\$56,779	\$74,526	35
House or Patron or Guest Relations Mgr.	\$46,935	\$38,000	\$40,750	\$44,042	\$54,195	\$57,000	10
Chief of Security	\$61,501	\$34,000	\$46,000	\$65,000	\$75,315	\$96,000	9
Asst. Chief of Security/Security Manager	\$45,648	\$15,000	\$35,213	\$44,750	\$57,770	\$75,244	6
Chief Engineer/Plant or Facility Manager	\$54,078	\$24,000	\$42,585	\$55,896	\$64,509	\$79,800	23
Mgr. of Housekeeping/Janitorial/Conversions	\$38,304	\$24,610	\$30,800	\$38,855	\$44,166	\$53,598	19
Executive Assistant	\$38,440	\$24,000	\$31,500	\$37,829	\$42,091	\$58,157	32

Average 2014 Salaries: Arena Management – Publically Owned and Public Employees

	Average	Minimum	25th Percentile	Median	75th Percentile	Maximum	# of Responses
Senior Executive	\$103,487	\$49,270	\$85,250	\$100,750	\$114,616	\$157,602	32
Deputy Senior Executive	\$75,540	\$40,638	\$54,415	\$74,000	\$87,985	\$124,842	20
VP or Dir. of Operations	\$75,065	\$39,710	\$66,724	\$73,250	\$88,248	\$111,000	15
Chief Financial Officer	\$88,174	\$55,000	\$72,657	\$84,300	\$102,859	\$135,184	8
Dir. of Event Logistics/Client Services	\$65,037	\$45,000	\$54,299	\$56,991	\$76,400	\$89,773	11
Dir. of Guest Services	\$55,405	\$34,309	\$42,601	\$51,473	\$69,666	\$79,800	6
VP or Dir. of Human Resources							1
VP/Dir. of Sales & Marketing	\$50,641	\$39,500	\$44,797	\$49,000	\$55,000	\$66,392	7
VP/Dir. of Sales							0
VP/Dir. of Marketing and Public Relations	\$71,863	\$42,840	\$53,613	\$84,509	\$88,000	\$90,355	5
VP or Dir. of Public Relations							2
Chief Technology Officer/Information Officer	\$60,013	\$34,224	\$62,424	\$62,703	\$69,400	\$71,316	5
Controller/Accounting Manager	\$51,323	\$29,836	\$48,000	\$49,300	\$54,369	\$70,574	13
Event Manager/Coordinator: Senior Level	\$44,276	\$30,000	\$36,750	\$44,888	\$50,301	\$57,715	16
Event Manager/Coordinator: Entry Level	\$37,205	\$25,000	\$32,750	\$37,500	\$43,673	\$46,509	10
Sales or Booking Manager/Coordinator	\$47,857	\$35,000	\$40,020	\$45,000	\$55,000	\$65,000	9
Marketing Manager	\$53,676	\$27,000	\$44,984	\$60,250	\$65,375	\$67,579	6
Operations Manager	\$54,264	\$30,000	\$44,108	\$54,734	\$60,000	\$82,493	18
Box Office/Ticket Manager	\$47,217	\$33,000	\$40,000	\$43,680	\$57,325	\$67,908	19
House or Patron or Guest Relations Mgr.	\$40,562	\$28,228	\$34,500	\$41,000	\$44,083	\$55,000	5
Chief of Security							1
Asst. Chief of Security/Security Manager							1
Chief Engineer/Plant or Facility Manager	\$55,532	\$36,941	\$41,985	\$52,500	\$68,763	\$79,800	11
Mgr. of Housekeeping/Janitorial/Conversions	\$33,108	\$24,610	\$27,010	\$30,596	\$40,000	\$45,394	14
Executive Assistant	\$36,214	\$17,957	\$30,000	\$36,270	\$41,900	\$58,157	17

Average 2014 Salaries: Arena Management – Publically Owned and Privately Managed

	Average	Minimum	25th Percentile	Median	75th Percentile	Maximum	# of Responses
Senior Executive	\$152,817	\$83,000	\$103,500	\$108,921	\$157,250	\$500,000	14
Deputy Senior Executive	\$117,763	\$67,500	\$74,250	\$84,038	\$105,019	\$288,000	6
VP or Dir. of Operations	\$66,954	\$50,000	\$60,563	\$62,000	\$70,000	\$100,000	11
Chief Financial Officer	\$96,865	\$53,000	\$54,250	\$70,608	\$72,000	\$350,000	9
Dir. of Event Logistics/Client Services	\$57,228	\$30,000	\$38,750	\$55,385	\$65,893	\$100,000	6
Dir. of Guest Services	\$58,250	\$37,000	\$39,250	\$48,000	\$67,000	\$100,000	4
VP or Dir. of Human Resources	\$69,100	\$35,000	\$38,000	\$52,500	\$100,000	\$120,000	5
VP/Dir. of Sales & Marketing	\$60,788	\$52,500	\$56,325	\$57,000	\$59,183	\$85,000	7
VP/Dir. of Sales							2
VP/Dir. of Marketing and Public Relations	\$92,000	\$27,000	\$55,000	\$63,000	\$150,000	\$165,000	5
VP or Dir. of Public Relations							3
Chief Technology Officer/Information Officer	\$100,000	\$40,000	\$55,000	\$85,000	\$130,000	\$190,000	4
Controller/Accounting Manager	\$51,948	\$35,000	\$43,250	\$49,794	\$55,750	\$85,000	8
Event Manager/Coordinator: Senior Level	\$43,006	\$31,000	\$37,000	\$43,000	\$45,000	\$58,000	13
Event Manager/Coordinator: Entry Level	\$31,625	\$25,000	\$26,875	\$30,250	\$35,000	\$41,000	4
Sales or Booking Manager/Coordinator	\$46,400	\$17,000	\$32,000	\$43,000	\$60,000	\$80,000	5
Marketing Manager	\$40,535	\$30,000	\$32,500	\$44,000	\$46,500	\$55,000	11
Operations Manager	\$46,987	\$32,000	\$35,750	\$44,500	\$55,824	\$67,000	10
Box Office/Ticket Manager	\$45,462	\$30,000	\$35,000	\$47,380	\$50,838	\$79,000	13
House or Patron or Guest Relations Mgr.							3
Chief of Security	\$60,250	\$34,000	\$43,000	\$55,500	\$72,750	\$96,000	4
Asst. Chief of Security/Security Manager							2
Chief Engineer/Plant or Facility Manager	\$56,780	\$31,000	\$45,000	\$64,000	\$65,000	\$79,800	9
Mgr. of Housekeeping/Janitorial/Conversions	\$34,200	\$30,000	\$30,000	\$35,000	\$38,000	\$38,000	5
Executive Assistant	\$38,365	\$29,848	\$33,375	\$38,000	\$39,475	\$50,000	10

Average 2014 Salaries: Arena Management – Publically Owned and Non-Profit or Separate Authority Managed

	Average	Minimum	25th Percentile	Median	75th Percentile	Maximum	# of Responses
Senior Executive	\$153,845	\$81,600	\$117,500	\$147,400	\$186,240	\$260,000	12
Deputy Senior Executive	\$90,208	\$56,000	\$75,575	\$90,000	\$102,141	\$133,000	8
VP or Dir. of Operations	\$91,738	\$48,500	\$65,000	\$82,500	\$119,469	\$145,000	10
Chief Financial Officer	\$100,541	\$50,000	\$57,000	\$88,222	\$105,000	\$203,557	9
Dir. of Event Logistics/Client Services	\$63,852	\$56,000	\$58,038	\$62,665	\$70,555	\$72,000	5
Dir. of Guest Services							3
VP or Dir. of Human Resources	\$69,589	\$45,000	\$52,500	\$56,000	\$93,063	\$95,000	7
VP/Dir. of Sales & Marketing	\$72,851	\$32,500	\$45,000	\$60,230	\$83,023	\$143,500	5
VP/Dir. of Sales							3
VP/Dir. of Marketing and Public Relations							3
VP or Dir. of Public Relations							3
Chief Technology Officer/Information Officer	\$78,760	\$45,000	\$75,000	\$76,000	\$95,945	\$101,853	5
Controller/Accounting Manager	\$69,601	\$53,000	\$54,750	\$60,000	\$85,954	\$97,000	6
Event Manager/Coordinator: Senior Level	\$46,576	\$34,134	\$38,250	\$45,618	\$52,390	\$65,000	7
Event Manager/Coordinator: Entry Level	\$37,603	\$33,000	\$36,500	\$38,000	\$39,110	\$41,000	7
Sales or Booking Manager/Coordinator							2
Marketing Manager	\$43,600	\$28,000	\$45,000	\$45,000	\$50,000	\$50,000	5
Operations Manager	\$51,522	\$43,000	\$45,500	\$48,000	\$55,679	\$67,295	7
Box Office/Ticket Manager	\$52,275	\$40,000	\$46,301	\$55,100	\$57,071	\$65,000	9
House or Patron or Guest Relations Mgr.							2
Chief of Security							2
Asst. Chief of Security/Security Manager							0
Chief Engineer/Plant or Facility Manager	\$46,144	\$24,000	\$41,875	\$48,432	\$54,341	\$60,000	6
Mgr. of Housekeeping/Janitorial/Conversions	\$47,186	\$38,855	\$40,242	\$44,000	\$50,205	\$65,000	6
Executive Assistant	\$41,591	\$24,000	\$32,931	\$38,000	\$55,250	\$60,000	8

**The following pages contain salary information
in the U.S. and Canada only.**

**Only one of the responding arenas is outside the U.S. and Canada, so
you will see only slight differences in the statistics for Total and Small.**

Average 2014 Salaries: Total Arenas (U.S. and Canada only)

Only one arena that responded is outside the U.S. and Canada.

	Average	Minimum	25th Percentile	Median	75th Percentile	Maximum	# of Responses
Senior Executive	\$124,780	\$49,270	\$99,500	\$108,921	\$141,344	\$295,000	76
Deputy Senior Executive	\$82,529	\$40,638	\$64,429	\$77,950	\$91,979	\$185,000	48
VP or Dir. of Operations	\$74,390	\$39,710	\$60,000	\$69,320	\$86,834	\$136,594	48
Chief Financial Officer	\$89,274	\$50,000	\$58,500	\$75,729	\$101,579	\$203,557	31
Dir. of Event Logistics/Client Services	\$57,723	\$30,000	\$49,750	\$55,873	\$68,200	\$89,773	32
Dir. of Guest Services	\$53,734	\$31,000	\$40,000	\$47,250	\$56,000	\$100,000	17
VP or Dir. of Human Resources	\$73,182	\$35,000	\$51,875	\$73,563	\$95,000	\$120,000	16
VP/Dir. of Sales & Marketing	\$59,798	\$32,500	\$49,000	\$56,000	\$60,300	\$143,500	25
VP/Dir. of Sales	\$94,009	\$53,000	\$64,500	\$90,000	\$108,500	\$169,066	7
VP/Dir. of Marketing and Public Relations	\$75,382	\$27,000	\$56,500	\$66,000	\$90,178	\$150,000	15
VP or Dir. of Public Relations	\$59,547	\$29,000	\$45,000	\$69,300	\$71,750	\$75,315	9
Chief Technology Officer/Information Officer	\$75,539	\$34,224	\$56,768	\$70,358	\$97,422	\$140,000	16
Controller/Accounting Manager	\$54,655	\$28,000	\$46,450	\$51,500	\$60,000	\$97,000	35
Event Manager/Coordinator: Senior Level	\$44,604	\$30,000	\$37,000	\$43,888	\$50,896	\$65,000	46
Event Manager/Coordinator: Entry Level	\$35,910	\$25,000	\$32,828	\$35,256	\$40,000	\$46,509	31
Sales or Booking Manager/Coordinator	\$50,264	\$32,000	\$40,010	\$46,795	\$59,122	\$80,000	18
Marketing Manager	\$46,982	\$27,000	\$37,927	\$47,000	\$54,793	\$67,579	27
Operations Manager	\$51,247	\$30,000	\$39,988	\$50,000	\$60,000	\$98,000	51
Box Office/Ticket Manager	\$46,740	\$30,000	\$40,000	\$45,500	\$54,200	\$67,908	54
House or Patron or Guest Relations Mgr.	\$43,434	\$28,228	\$38,500	\$42,000	\$49,855	\$57,000	14
Chief of Security	\$51,225	\$34,000	\$40,396	\$45,595	\$65,250	\$76,000	12
Asst. Chief of Security/Security Manager	\$45,648	\$15,000	\$35,213	\$44,750	\$57,770	\$75,244	6
Chief Engineer/Plant or Facility Manager	\$53,131	\$24,000	\$40,600	\$51,916	\$64,009	\$79,800	31
Mgr. of Housekeeping/Janitorial/Conversions	\$36,707	\$24,610	\$30,000	\$37,829	\$40,000	\$53,598	34
Executive Assistant	\$37,602	\$22,000	\$30,000	\$37,658	\$41,950	\$58,157	43

Average 2014 Salaries: Large Arenas (U.S. and Canada only)

All large arenas that responded are in the U.S. or Canada

	Average	Minimum	25th Percentile	Median	75th Percentile	Maximum	# of Responses
Senior Executive	\$161,092	\$81,500	\$112,000	\$154,000	\$198,961	\$280,000	25
Deputy Senior Executive	\$108,573	\$59,000	\$72,000	\$93,075	\$123,921	\$288,000	19
VP or Dir. of Operations	\$95,833	\$50,000	\$72,000	\$92,728	\$116,406	\$141,216	18
Chief Financial Officer	\$106,570	\$50,000	\$75,231	\$101,579	\$127,747	\$190,000	14
Dir. of Event Logistics/Client Services	\$61,156	\$30,000	\$50,500	\$62,665	\$71,278	\$89,773	15
Dir. of Guest Services	\$72,095	\$40,000	\$45,000	\$74,555	\$95,000	\$117,680	9
VP or Dir. of Human Resources	\$82,243	\$45,000	\$54,375	\$94,144	\$95,000	\$120,000	12
VP/Dir. of Sales & Marketing	\$101,631	\$45,000	\$58,066	\$83,023	\$143,500	\$188,288	9
VP/Dir. of Sales							3
VP/Dir. of Marketing and Public Relations	\$93,298	\$27,000	\$75,255	\$90,000	\$101,205	\$165,000	11
VP or Dir. of Public Relations	\$62,340	\$29,000	\$57,150	\$71,015	\$73,375	\$75,315	7
Chief Technology Officer/Information Officer	\$83,352	\$40,000	\$64,168	\$75,500	\$106,486	\$140,000	10
Controller/Accounting Manager	\$64,491	\$45,000	\$49,567	\$60,000	\$69,556	\$100,000	14
Event Manager/Coordinator: Senior Level	\$53,565	\$41,000	\$45,618	\$54,101	\$57,000	\$70,608	17
Event Manager/Coordinator: Entry Level	\$37,927	\$25,000	\$35,250	\$39,110	\$41,250	\$46,509	12
Sales or Booking Manager/Coordinator	\$55,260	\$17,000	\$40,020	\$56,487	\$65,000	\$84,730	9
Marketing Manager	\$49,994	\$30,000	\$42,489	\$50,000	\$60,847	\$67,579	15
Operations Manager	\$59,904	\$30,000	\$51,000	\$58,000	\$65,000	\$98,000	17
Box Office/Ticket Manager	\$58,682	\$35,000	\$50,250	\$56,243	\$67,181	\$86,000	18
House or Patron or Guest Relations Mgr.	\$45,971	\$34,500	\$40,750	\$43,500	\$52,956	\$57,000	8
Chief of Security	\$59,723	\$34,000	\$45,000	\$65,000	\$75,315	\$96,000	9
Asst. Chief of Security/Security Manager	\$45,648	\$15,000	\$35,213	\$44,750	\$57,770	\$75,244	6
Chief Engineer/Plant or Facility Manager	\$57,537	\$31,000	\$48,273	\$59,185	\$66,656	\$79,800	16
Mgr. of Housekeeping/Janitorial/Conversions	\$39,914	\$25,000	\$36,500	\$40,000	\$46,036	\$52,000	11
Executive Assistant	\$45,632	\$30,000	\$38,825	\$42,182	\$53,750	\$63,000	18

Average 2014 Salaries: **Medium Arenas (U.S. and Canada only)**

All medium arenas that responded are in the U.S. or Canada

	Average	Minimum	25th Percentile	Median	75th Percentile	Maximum	# of Responses
Senior Executive	\$107,224	\$70,000	\$94,250	\$104,150	\$120,323	\$182,000	22
Deputy Senior Executive	\$76,883	\$53,040	\$64,931	\$76,446	\$88,328	\$108,563	18
VP or Dir. of Operations	\$68,031	\$50,000	\$60,500	\$67,547	\$75,375	\$90,000	15
Chief Financial Officer	\$66,192	\$54,000	\$56,250	\$62,500	\$73,047	\$87,425	6
Dir. of Event Logistics/Client Services	\$54,297	\$43,316	\$49,506	\$54,299	\$56,743	\$75,000	10
Dir. of Guest Services	\$44,959	\$37,000	\$40,000	\$43,973	\$49,342	\$55,000	6
VP or Dir. of Human Resources	\$75,975	\$35,000	\$50,000	\$55,500	\$81,475	\$157,901	4
VP/Dir. of Sales & Marketing	\$56,803	\$50,000	\$52,500	\$56,000	\$60,115	\$66,392	7
VP/Dir. of Sales							2
VP/Dir. of Marketing and Public Relations							3
VP or Dir. of Public Relations							2
Chief Technology Officer/Information Officer	\$63,019	\$34,224	\$45,000	\$62,703	\$71,316	\$101,853	5
Controller/Accounting Manager	\$45,219	\$28,000	\$37,183	\$49,257	\$51,047	\$59,605	12
Event Manager/Coordinator: Senior Level	\$39,832	\$30,000	\$35,000	\$38,160	\$41,750	\$54,300	15
Event Manager/Coordinator: Entry Level	\$35,755	\$28,000	\$32,529	\$35,000	\$38,000	\$45,018	12
Sales or Booking Manager/Coordinator	\$47,318	\$35,000	\$38,000	\$48,590	\$55,000	\$60,000	5
Marketing Manager	\$42,098	\$28,000	\$34,250	\$44,500	\$48,750	\$54,585	6
Operations Manager	\$45,050	\$30,000	\$39,975	\$45,000	\$50,000	\$60,000	17
Box Office/Ticket Manager	\$46,401	\$35,000	\$40,000	\$45,651	\$51,125	\$60,000	16
House or Patron or Guest Relations Mgr.	\$40,052	\$28,228	\$35,750	\$39,000	\$43,062	\$55,000	6
Chief of Security							2
Asst. Chief of Security/Security Manager							0
Chief Engineer/Plant or Facility Manager	\$48,324	\$39,453	\$43,750	\$51,000	\$52,208	\$55,896	7
Mgr. of Housekeeping/Janitorial/Conversions	\$34,878	\$25,950	\$30,000	\$34,984	\$39,714	\$43,331	14
Executive Assistant	\$35,329	\$22,000	\$30,000	\$36,000	\$39,144	\$46,176	17

Average 2014 Salaries: **Small Arenas (U.S. and Canada only)**

Only one small arena that responded is outside the U.S. and Canada.

	Average	Minimum	25th Percentile	Median	75th Percentile	Maximum	# of Responses
Senior Executive	\$100,074	\$49,270	\$86,375	\$100,750	\$109,282	\$148,710	28
Deputy Senior Executive	\$66,883	\$40,638	\$49,750	\$68,038	\$85,725	\$91,931	12
VP or Dir. of Operations	\$58,758	\$39,710	\$51,500	\$60,000	\$65,450	\$78,337	15
Chief Financial Officer	\$67,481	\$50,000	\$58,573	\$67,024	\$75,000	\$88,222	10
Dir. of Event Logistics/Client Services	\$49,888	\$35,000	\$46,250	\$50,316	\$56,102	\$60,770	6
Dir. of Guest Services							3
VP or Dir. of Human Resources							1
VP/Dir. of Sales & Marketing	\$49,631	\$32,500	\$44,797	\$49,000	\$55,825	\$65,901	11
VP/Dir. of Sales							2
VP/Dir. of Marketing and Public Relations							2
VP or Dir. of Public Relations							1
Chief Technology Officer/Information Officer							1
Controller/Accounting Manager	\$52,537	\$38,000	\$45,000	\$51,500	\$58,000	\$71,550	9
Event Manager/Coordinator: Senior Level	\$40,116	\$30,000	\$35,000	\$41,250	\$44,944	\$51,779	14
Event Manager/Coordinator: Entry Level	\$32,720	\$25,000	\$27,250	\$35,000	\$37,270	\$40,000	7
Sales or Booking Manager/Coordinator	\$40,108	\$32,000	\$39,541	\$41,000	\$43,000	\$45,000	5
Marketing Manager	\$44,336	\$27,000	\$34,000	\$47,007	\$53,253	\$60,000	6
Operations Manager	\$47,336	\$32,000	\$35,000	\$41,250	\$58,250	\$68,725	16
Box Office/Ticket Manager	\$41,945	\$30,000	\$36,250	\$42,182	\$45,750	\$57,071	22
House or Patron or Guest Relations Mgr.							0
Chief of Security							2
Asst. Chief of Security/Security Manager							0
Chief Engineer/Plant or Facility Manager	\$45,456	\$24,000	\$39,552	\$41,200	\$53,994	\$65,901	7
Mgr. of Housekeeping/Janitorial/Conversions	\$33,389	\$24,610	\$29,250	\$31,563	\$38,074	\$45,394	8
Executive Assistant	\$31,792	\$24,000	\$27,143	\$29,924	\$36,875	\$41,514	10