



INTERNATIONAL ASSOCIATION OF VENUE MANAGERS REGION 5

Region 5 IAVM Job Postings

Charlottesville, NC -

SMG, the leader in privately managed public assembly facilities has an immediate opening at John Paul Jones Area for the following positions:

- Event Coordinator
- Box Office Ticket Sales Coordinator
- Operations Coordinator

For a full job description on any of these positions or to apply visit:

<http://www.johnpauljonesarena.com/employment.asp>

Norfolk, Virginia - The City of Norfolk's Department of Cultural Facilities, Arts, and Entertainment is currently seeking an experienced Event Coordinator to work with the Event Services and Production team. The position is responsible for the advanced planning, coordination, and on-site management for 50-100 diverse indoor and outdoor events annually. This position oversees permit issuance and coordination for outdoor Special Events; this includes festivals, community and cultural events, parades, run/walks, and block parties in Town Point Park, Ocean View Beach Park, City parks, and other properties throughout Norfolk. This position also manages indoor SevenVenues events, including professional sporting events, concerts, family shows, theatrical productions, comedy shows, and private events at Scope Arena, Chrysler Hall, Harbor Park, Wells Theatre, Attucks Theatre, and Harrison Opera House. For a full job description click this link: <http://www.norfolk.gov/index.aspx?NID=2173>

Richmond, Virginia

The Greater Richmond Convention is currently hiring for the following full-time positions:

- Maintenance Laborer
- Lead Housekeeping Setup Worker

A variety of on-call positions also are available on an event-by-event basis, including the following:

- Event Staff (Ticket Takers, Ushers, Door Monitors, Badge Checkers, Coat-Check Attendants)
- Event Cashiers (Ticket Sellers, Parking Cashiers, Service Desk Attendants)
- Housekeeping / Event Setup Workers
- Maintenance Laborers

For more information and application guidelines, visit richmondcenter.com

IAVM News

Obituary of William H. Luther, CFE (Industry Obituary)

William H. "Bill" Luther, 89 died August 8th, 2016 after a long battle with cancer. Surviving are his wife, Doris B. Luther of 58 years, three children and spouses: Deborah L. (Deb) and Colonel Shawn Teagan, of Stuttgart Germany, William H. Luther Jr. (B.J.) and Dee Dee Mitchell of Spartanburg, South Carolina, and Ola L. and Charles Snow of Powell, Ohio; four grandchildren, Nicole Luther and William H. Luther III (Will), Zachery Snow, (Zach), Drew Snow, and great-grandchildren, Ryleigh and Eston Luther.

Bill was a US Army Veteran of World War II, the Pacific Theatre, and a graduate of Appalachian State University in Boone, NC. He worked for the City of Danville, VA for over twelve years in Parks and Recreation and as an Assistant in the Office of the City Manager. He moved to Spartanburg, SC. in 1967 to become Manager of Spartanburg Memorial Auditorium.

Bill was a long-time member of the International Association of Venue Managers and became a Certified Facilities Executive in 1976. He was a member of the organization's Board of Directors for several years, President of the association in 1979, and a Charles A. McElravy Award recipient in 1984.

Bill managed facilities in Greenville, SC, Spartanburg, SC and Huntsville AL. In 1988, he was employed by the City of Norfolk, where he managed its civic facilities including Norfolk Scope, Chrysler Hall, Harbor Park (AAA ballpark for New York Mets and later the Baltimore Orioles), Harrison Opera House, Wells Theater, and the Douglas MacArthur Memorial Museum. He was instrumental in bringing hockey back to Norfolk in 1989 (ECHL) and helped to oversee the city's parking system while managing multiple facilities. He retired from the City of Norfolk July 1, 2000.

He later consulted for several cities including Roanoke, Virginia Beach, and Norfolk, VA until 2009 when he and Doris returned to Spartanburg, SC.

Memorial Service Info:

Sunday August 21, 2016
St. Paul's United Methodist Church
1320 Fernwood Glendale Road
Spartanburg, SC
Lunch 1PM
Receiving of Guest 2PM
Service 3PM

In lieu of flowers, memorials may be made to Saint Paul United Methodist Church or to the Doris B. Luther Scholarship Fund, Spartanburg Methodist College, Spartanburg, South Carolina.

A guest registry will be posted at this site later this week: www.floydmortuary.com

The Region 5 Website is calling for updated photos of all region venues along with a short, promotional blurb highlighting your venue. Send us your best "glamour shot" along with up to 4-5 sentences describing your most notable attributes. These photos will be used throughout the website and cataloged in our Picture Gallery.

Our Region 5 Facebook needs a facelift as well. Let's get caught up with the present by celebrating the past, and send us your best, "Remember When?" photos for a #TBT series. Remember your first region or annual meeting? Sure, you do... But, are there pictures to prove it? We want to see them!

Please send photos and blurbs to Alexis Berggren at aberggren@mccno.com.

Alabama

Save the Date



Thursday, October 27, 2016
10am - 4pm

ALABAMA CHAPTER MEETING
& NETWORKING RECEPTION

Registration: \$40

A full meeting schedule will be announced in the coming weeks

HOSTED BY:



THE ROCKET CITY -
HUNTSVILLE
ALABAMA

INDUSTRY PARTNERS



For more info: <http://www.iavm5.org/>

Huntsville - The Von Braun Center has recently announced the addition of Brooke Izzo as the new Marketing & Public Relations Manager.

In her role, Brooke is responsible for handling all aspects of planned publicity campaigns and marketing of the Von Braun Center, as well as website, social media, print and online advertisement.

Brooke is a recent graduate from The University of Alabama where she received a Bachelor of Business Administration & Commerce



with majors in Marketing and Management. While attending the University of Alabama Brooke completed two internships. Brooke's first internship was a semester long program at Walt Disney World in Orlando, FL. Her second was as the Marketing & Special Events Intern here in Huntsville, AL with Downtown Huntsville Inc.

Florida

Jacksonville - The International Association of Venue Managers, IAVM, announced today that EverBank Field was awarded the prestigious 2016 Venue Excellence Award.

The Venue Excellence Award for stadiums is given to the top venue each year which demonstrates excellence in management and operations.

"The Venue Excellence Award demonstrates the Jaguars' vision for EverBank Field to be the ultimate game day experience and event destination," said Mark Lamping, President of the Jacksonville Jaguars. "The soon-to-be-constructed amphitheater and flex field will continue this momentum of making EverBank Field a world class entertainment venue."

EverBank Field, which is owned by the City of Jacksonville, has increased the number of events hosted at the stadium and surrounding parking lots continuously over the last few years, all during construction of the world's largest videoboards, Jaguars Tailgate Cabanas and US Assure Clubs. After the completion of the current construction projects, EverBank Field will have two fully renovated Clubs, a new 5,000 fixed-seat amphitheater and a multi-purpose covered field, which combined with the improvements mentioned above, will offer an unparalleled guest experience. In and around these recent fan-enhancing improvements, the Jaguars' game day at EverBank Field continued in 2015 to rank at or near the top of several game day experience categories in the "NFL Voice of the Fan" Survey while achieving a Level 1 rating by the NFL in accordance with best practices for Security and Fan Conduct.

"The City of Jacksonville is honored by this recognition of the IAVM and proud to share it with the Jacksonville Jaguars and SMG," said Mayor Lenny Curry. "EverBank Field is an incredible asset to our community and continues to deliver on the promise of creating an unparalleled experience and unique destination for the thousands of fans who attend the numerous events it hosts."

The award was announced during the Venue Industry Awards Luncheon on Monday, July 25, 2016 at the Minneapolis Convention Center as part of the VenueConnect Annual Conference & Trade Show. General Manager of SMG Jacksonville and EverBank Field, Bill McConnell, was present to accept the award on behalf of EverBank Field.

"SMG is proud to have the privilege of managing EverBank Field on behalf on the City of Jacksonville and to work in collaboration with the Jaguars to present EverBank Field to the highest of standards," McConnell said. "SMG is thrilled at IAVM's recognition of the amazing work being done at EverBank Field, and it is just the beginning of an ongoing transformation in Jacksonville. We look forward to being a part of this great team for many years to come as EverBank Field and the City of Jacksonville continue to reach new heights."

EverBank Field joins AT&T Stadium in Arlington, Texas and MetLife Stadium in East Rutherford, N.J. as the most recent winners of the Venue Excellence Award in the stadium

category.

Orlando - Orlando Venues, the City of Orlando department that manages the Amway Center and Camping World Stadium, has hired Eric Johnson as Box Office Assistant Manager. Johnson most recently worked as a Product and Event Management Specialist with Ticketmaster in their Charlotte, NC office. He is a graduate of the University of South Carolina with a bachelor's degree in Sport & Entertainment Management. In his new role, Johnson will assist in all ticketing aspects of concerts, sporting events, and family shows at the arena and stadium.

"I am very excited to be joining the Orlando Venues team," said Johnson. "I look forward to working with some of the best in the business at these two great venues."

Georgia

Atlanta - The Georgia World Congress Center Authority (GWCCA), which is comprised of the Georgia World Congress Center, Georgia Dome, Centennial Olympic Park, and the Savannah International Trade & Convention Center, recently announced the appointment of Gwendolyn Miller-Jones as Senior Director of Human Resources.

Miller-Jones joined the GWCCA in late June, bringing more than 20 years of experience in domestic and international human resources leadership. Her extensive resume stretches across various industries, including positions with Starbucks, WHSmith Travel Retail, FedEx, The King Center and Gerber Products Company.



"Gwendolyn will play a critical role in the ongoing transformation of our Human Resources Department - and the Authority - as we align our people strategy with our business strategy," said Jennifer LeMaster, GWCCA's Chief Administrative Officer.

During her career, Miller-Jones has been recognized for her skills at building H.R. infrastructure, organizational development, and for implementing continuous process improvements. In addition, she is an expert in leveraging leadership assessment skills to achieve business results. She earned a Bachelor of Science in Business Administration degree and completed MBA studies at Lindenwood University in Missouri. She has also earned Senior Professional in Human Resources, Professional Coactive Coach and Coffee Master certificates.

"I'm excited to join the Authority and lead the H.R. transformation efforts," said Miller-Jones. "Our people strategies will be critical in enabling the Authority to achieve its 2020 Vision - and beyond."

Atlanta - Renovation is underway on the Georgia World Congress Center's fine dining spot, Terraces Restaurant, changing the layout and concept to a grab-and-go type of eatery. This will provide more flexibility in serving and expediting our customer experience.

Located at the International Boulevard entrance inside Building B of the GWCC, all demolition and construction of the restaurant's new footprint will take place behind a construction wall surrounding the project.

The makeover is expected to be complete by the end of December.



Atlanta - It is still being reviewed by the Guinness Book of World Records, but the Alpha Kappa Alpha Sorority Inc. 67th Boule Dinner on July 13 at the Georgia World Congress Center is attempting to break the record for the world's largest plated dinner - eclipsing the mark set by AKA in 2008. The 20,000-guest dinner was served by the Georgia World Congress Center Authority's (GWCCA) food

services partner, Levy Restaurants, and featured: 3,100 servers, 2,800 gallons of iced tea, 98,000 plates, 215 chefs, 50 equipment semi-trailers, 22 refrigeration trucks and three miles of baking sheet pans. The GWCCA hosted more than 30,000 ladies of Alpha Kappa Alpha Sorority Inc. for their 67th Boule. Guests enjoyed educational seminars, general sessions, concerts and more all within our facilities. With rave reviews from attendees, the GWCCA continues to demonstrate why it's the #1 Convention, Sports, and Entertainment Destination in the World.

Duluth - Infinite Energy Center announced today the recent additions of Business Development Manager Kevin Gibson and Marketing Communications Manager Marcia Powell.

"It gives me great pleasure to welcome two outstanding individuals to our team," said Joseph Dennis, general manager at Infinite Energy Center. "With the growth and progress at Infinite Energy Center, we recognized that new energy and experience will continue to contribute to our success."

Gibson comes to Infinite Energy Center with a strong resume spanning over 11 years of relevant and industry-related sales experience. As business development manager, Gibson will oversee and coordinate all aspects of the sponsorship sales and service process for Infinite Energy Center. Additionally, Gibson will assist in marketing and selling premium seating products.

"My role in a nutshell is to drum up business for Infinite Energy Center and sell premium products, sponsorships, suite leases and group packages while also servicing these accounts and getting the Infinite Energy Center name out in the market," said Gibson.

Prior to joining Infinite Energy Center, Gibson was part of the Atlanta Hawks and Philips Arena team where he sold season tickets, group tickets and premium group memberships. He consistently led these departments in terms of overall sales revenue while acquiring numerous corporate accounts along the way.

Gibson is a graduate of Georgia Southern University where he earned degrees in sport management and accounting. He is also a competitive runner and a Yelp Elite member.

In her new role, Powell will provide marketing and public relations support for ticketed events across all three venues as well as ensure Infinite Energy Center's brand guidelines are maintained, among other responsibilities.

Powell graduated from the University of Georgia with a degree in public relations. She began her career at Gwinnett Center (now Infinite Energy Center) as a sales assistant and later became the sales and marketing manager. She played a role in the first campus expansion which included both the opening of the Grand Ballroom in 2002 and the arena in 2003.

"I'm looking forward to stepping back into the role of Marketing Manager here at Infinite Energy Center," said Powell. "It is an amazing company with a great staff and I'm excited to be a part of it."

Powell comes to Infinite Energy Center with 4 years of event marketing experience and joins the team to continue the rebranding efforts of the recent naming rights agreement reached in August of 2014. In addition to her prior experience, Powell is married and most recently worked as a stay-at-home mom and home school teacher for her two boys, ages 8 and 11.

Louisiana

Bossier City - It is with sad hearts that we inform you that our Operations Manager, John Golden, passed away April, 15, 2016.

John was a 23 year veteran employee with the Bossier Civic Center starting as a part time employee in 1993. He moved through the ranks to Event Coordinator Supervisor in 1995 and in 2005 he was promoted to Operations Manager. He was a 2010 graduate of IAVM, PAFMS. John was a man of perfection and had many ideas that saved time and money for our facility. He is greatly missed!

Fred Dennis stepped in as Operation Manager. Fred started work at the Civic Center in 2001 as an Event Coordinator. He left the Civic Center after 14 years of service and returned in 2015. He is applying to attend the Facility Management School at Ogelbay next year.

Respectfully submitted by: Kathy Davis, Executive Director

Mississippi

Submit Your Articles for Next Month!

North Carolina

Charlotte - Bojangles' Coliseum and Ovens Auditorium are pleased to announce the promotion of Cathy Buchhofer to general manager from her role as director of facility operations at Time Warner Cable Arena. In her new role, she will be responsible for managing all facets of operations at both venues, including the current renovation project underway at Bojangles' Coliseum.

Buchhofer is originally from Laurel Springs, New Jersey, and earned her Bachelor of Economics from the University of North Carolina at Charlotte. Beginning her career at Live Nation, Buchhofer moved



through the ranks before landing a position as director of operations. Buchhofer also gained experience at the NASCAR Hall of Fame as an assistant operations manager and then SMG in Baltimore before rejoining the CRVA organization.

Buchofer's appointment follows the retirement of former Bojangles' Coliseum and Ovens Auditorium General Manager George Hite, who served the CRVA in various capacities for more than 40 years.

Durham - For the first time ever, the Durham Performing Arts Center (DPAC) entertained more than half a million guests in one season, setting new records for attendance, sellout performances and total events during its recently completed 2015-2016 season.

Total attendance hit 511,073 guests - nearly a 14-percent increase over last season. DPAC's eighth season of operations under the direction of Nederlander and PFM also saw an increase in total events (249 events) and total sellouts (119 sellout performances) compared to last year.

Durham - DPAC Places among Nation's Top Theaters in National Attendance Rankings. While its showcasing of high-profile Broadway, concert and comedy events has made DPAC the unequivocal center for live entertainment in North Carolina, the theater also has been nationally highlighted as one of the country's most highly-attended venues. Pollstar Magazine - one of the top entertainment trade magazines - ranks DPAC as third in attendance among reporting theatre venues in America.

Pollstar National Attendance Rankings - Theaters: *(January 1-June 30, 2016)

1. Fox Theatre, Atlanta, GA
2. The Colosseum at Caesars Palace, Las Vegas, NV
3. Durham Performing Arts Center, Durham, NC
4. The Axis at Planet Hollywood, Las Vegas, NV
5. Beacon Theatre, New York, NY

South Carolina

Rock Hill- Dan Murray, who has spent a total of 18 years serving Winthrop Athletics, will retire on August 1.

"I will miss Winthrop University as it has been my home away from home for over half of my career. I have made a lot of friendships within the athletic department as well as faculty and staff. I am now looking forward to moving to the next phase of my life," he said.



Murray has served two separate stints at Winthrop. In 1983 he was hired as the first Director of Coliseum and Athletic Facilities, a position he held until 1992. He returned to Winthrop in 2007 as the Assistant Athletic Director of Facilities and Operations before being promoted to Associate AD.

In between, he served the first Director of the Baxter Hood Center at York Technical College from 1992 until 1998 when he was hired as the Director of UNC Charlotte's Barnhart Student Activity Center, which also houses Halton Arena. In all, Murray has served 33 years of his life working in college and university facilities and operations.

"I have enjoyed my 33-year career. I have loved getting up in the morning and going to work and I have loved working with the public as well as the staffs and student-athletes," said Murray.

In addition to his primary responsibility of overseeing the operations and facilities of the Winthrop Coliseum, Murray said one of his biggest enjoyments has been training and providing opportunities in the facility business to Winthrop students and interns to help them get their first real job. "Those students and interns have moved on to such places as High Point, Longwood, UNC Asheville, Minnesota and Wake Forest's Lawrence Joel Coliseum to name a few," he said.

Murray and his wife Cyndie will be relocating to Myrtle Beach where they will reside with an ocean view. He plans to do some traveling with his wife, spending time with their grandchildren, and playing golf.

Tennessee

Knoxville - Chilhowee Park and Exposition Center has selected Greg Mackay as director and hired Michael Tarrant as event manager.

As Chilhowee Park and Exposition Center director, Mackay will assist the general manager in overseeing the operations of the park and the services provided to events held at its facilities.

"Greg Mackay's knowledge of Chilhowee will be an asset as we continue to serve our current clients and attract new events to the multipurpose venue," General Manager Mary Bogert said. "We are pleased to have him on our team."

Mackay served as the director of the Public Assembly Facilities Department for the City of Knoxville since 2013. Following an 11-year career as a realtor, he was a Knox County election commissioner from 1990 to 1998 and was the administrator of elections for Knox County from 2003 to 2011.

Mackay is a graduate of the Webb School of Knoxville and earned a bachelor's degree in political science from the University of Tennessee. He serves as the chair of the university's Political Science Advisory Board.



In the newly created position of event manager, Tarrant will handle event booking and coordination for the site, which includes a three-acre lake, bandstand, 4,500-seat amphitheater, 57,100-square-foot exhibition hall, barns, arenas, playground and picnic shelters.

"Michael Tarrant will help us further improve client service for events at Chilhowee," Bogert said. "As a longtime resident of East Knoxville, he is a great addition to our team to assist our efforts in connecting the park and exposition center to the surrounding neighborhood and business partners."

Tarrant is a graduate of Austin-East High School and earned a bachelor's degree in political science from the University of Tennessee.

In his spare time, Tarrant enjoys reading and volunteering with Edgewood Chapel AME Zion Church, where his father serves as pastor.

Nashville - The Music City Center announced today the



installation of nine electric vehicle (EV) car charging stations in its three-level garage.

The new Blink Level 2 EV chargers are able to rapidly recharge electric cars and accept payment with a major credit card via the Blink InCard, Blink mobile application or Blink customer support. Blink's free membership offers drivers discounted charging fees on select public electric vehicle chargers on the Blink network. Drivers can become a Blink member and pinpoint Blink charging locations through the Blink mobile application or www.blinknetwork.com.

The Music City Center also recently retrofitted all the light fixtures in the 900,000 square foot garage with the KOB1 Electric T8 LED lamp. These lights will reduce overall energy usage by 70 percent, saving an estimated \$48,500 annually. The project was partially paid for through a grant from TVA's Energy Right Program.

"We've made sustainability and energy reduction a top priority since day one and we are committed to doing everything in our power to reduce our carbon footprint," said Charles Starks, President/CEO of the Music City Center. "Both the LED lights and the charging stations will further our commitment to environmental stewardship while enhancing the appearance of our garage."

The Authority also voted this morning to re-elect Marty Dickens as Chair of the Convention Center Authority for this coming fiscal year. Vonda McDaniel was re-elected as Vice-Chair and Mona Lisa Warren was re-elected as Secretary/Treasurer.

Virginia



Richmond - Biodegradable urns? SUV hearses? Digital memorials?

The funeral business sure has changed, and those innovations were on full display at the 79th annual convention of the National Funeral Directors and Morticians Association, held July 30-Aug. 3 at the Spectra-managed Greater Richmond Convention Center.

"The NFDMA convention was certainly an unusual show for the convention center but also interesting and educational for all of us," said Michael Meyers, Spectra's general manager at the center.

Allied Member News

BPI - The City of Greensboro, NC selected Basketball Products International (BPI) to supply portable basketball backstops for the newly renovated Pavilion at the Greensboro Coliseum Complex. The Pavilion will be the home of the Greensboro Swarm of the NBA D-League beginning with the 2016-17 season.



Newsletter Guidelines

Please submit information by the 15th of each month for inclusion in the following month's newsletter. If your submission is received after the 15th it will be published in the next newsletter.

Entries are published as received with little editing and cutting. Please send entries as you would like them in the newsletter. Please send in a word doc. format with pictures attached separately as a jpeg.

As you think about things to share, please keep in mind that we are looking for news items. Some newsworthy items of note include (but are not limited to):

- Expansions, renovations, new buildings
- New contracts
- Incidents or event surprises that occur at your building you think others should know about (heads up')
- How you handle/handled hot button topics
- Looking for suggestions on how others handle a concern
- RFP's
- Newly hired or promoted staff
- Certifications or awards for facilities and staff
- Notice of PAFMS grads, etc.
- Job Postings, searches for jobs
- Photos (not all can be used). Please identify all people in photo.

Because most of our members are employed in event buildings, event schedules and articles which list upcoming or past events will not be included in the newsletters. On the other hand, events which have led to some unexpected situations requiring fast thought and master handling could be considered newsworthy.

Submit to: nhcmarketing@harborcenter.org

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STAY CONNECTED:

