

2020-2021 IAVM SLATE OF OFFICERS



Chairman of the Board: Clifford "Rip" Rippetoe, CVE

Clifford "Rip" Rippetoe, CVE is a convention and meeting industry veteran who currently serves as President and CEO of the San Diego Convention Center Corporation.

Rippetoe has a long and successful career in venue management and operations working in the for-profit sector as well as not-for-profit and governmental organizations. Previous to his role in San Diego, he was President and CEO of the Kentucky State Fair Board Venues. Throughout his career, he has worked for organizations hosting and providing services to top national trade shows, conventions, and major sporting events including the Olympic Winter Games of 2002, and large-scale public assembly facilities such as the Las Vegas Convention Center, and the Salt Palace Convention Center in Salt Lake. Previous to his tenure in the convention center sector, he spent over a decade as an Allied Member working for a convention Contractor and as a consultant. Prior to that, he spent several years in the performing arts sector.

Rippetoe is a Certified Venue Executive and published author. He currently serves on three International Association of Venue Managers (IAVM) committees, and as a mentor in the IAVM Mentor Connector Program. Previously, he had chaired the Performing Arts Committee, Sustainability Committee and the Industry Affairs Council. He serves locally as a Board Member for the Downtown San Diego Partnership and the Economic Development Corporation of San Diego; and as Advisor for the San Diego Hotel/Motel Association and the San Diego Tourism Authority.

Recently, the Connected Women of Influence honored Rippetoe with the inaugural "catalyst for change" award. The award recognized Rippetoe for his accomplishments in the advancement of businesswomen, as well as having a track record of success and accomplishments by mentoring and/or supporting women in their profession, industry or enterprise.



First Vice Chair: Eric D. Hart, CVE

Eric Hart, CVE is the President/CEO of the Tampa Sports Authority (TSA) in Tampa, Florida and current Dean of the Graduate Institute.

The TSA manages Raymond James Stadium, home of the Tampa Bay Buccaneers and the University

of South Florida Bulls, the Hillsborough County Tournament Sportsplex and three City of Tampa municipal golf courses. The TSA also serves as the landlord for Amalie Arena, home of the Tampa Bay Lightning and Steinbrenner Field, spring home for the New York Yankees.

Hart previously served as the President and CEO of the Lansing Entertainment and Public Facilities Authority. Prior to Lansing, Hart served as the Director of Event Services for the Minneapolis Convention Center and as Associate Director for the UIC Pavilion in Chicago. He began his career at the Iowa State Center in Ames, Iowa where he served as the Guest Services Manager and was later promoted to Event Coordinator.

Hart received a BS in Finance and a MS in Business Education and Administration from Illinois State University. He earned his Certified Venue Executive (CVE) designation in 2013.

Eric and his wife Beth are the proud parents of two daughters, Brooke and Paige.



Second Vice Chair: Adina Erwin, CVE

Adina Erwin, CVE is the Senior Vice President of Business Operations for TD Garden in Boston, Massachusetts. Home to the legendary NBA Boston Celtics and NHL Boston Bruins, TD Garden is New England's largest sports and entertainment arena and host over 3.5 Million guests each year.

Prior to joining TD Garden, Erwin served as Vice President and Chief Operating Officer for the Fox Theatre in Atlanta, GA. During her tenure at the Fox Theatre, Erwin launched the award-winning Fox Theatre Institute, an innovative community engagement and consulting division that has provided over \$3 Million in grant funding and support to communities in Georgia. She also developed and led a master plan that enhanced existing revenue streams, introduced new revenue opportunities and improved guest and premium experience assets for the Fox Theatre.

Since 1993, Erwin has worked in various types of entertainment venues including arenas, convention centers and theaters. She served as the Director of the Times-Union Center for the Performing Arts in Jacksonville, Florida, home to the award-winning Jacksonville Symphony Orchestra and a diverse mix of events from Broadway productions to concerts and corporate functions. In addition to her role at the Times-Union Center, Erwin also served on the Super Bowl Host Committee and Event Team for Super Bowl XXXIX.

Prior to her position in Florida, Erwin was Director of Guest Services at the American Airlines Center in Dallas, Texas where she created managed and supervised a guest services department recognized for excellence in service by the National Basketball Association. She assisted with the transition planning and activities in preparation for the grand opening of this venue, which is the home of the NBA Dallas Mavericks and the NHL Dallas Stars.

Previous experiences in the entertainment venue management industry include positions with Reunion Arena, the Charlotte Coliseum, Mobile Convention and Civic Centers and Jacksonville Entertainment Facilities. Erwin received a BA in Physical Education from the University of North Carolina at Chapel Hill and went on to earn her Masters' degree from the University of Massachusetts Sport Management Program, specializing in Entertainment Venue Management.

Erwin has served as an Instructor at the International Association of Venue Managers (IAVM) Venue Management School (VMS) since 2003. She has served as Chair of the Board of Regents for VMS and as the 2011 Exchange Instructor for the Venue Management School in Australia. In 2013, she was awarded the Ray W. Ward Award for her dedication and extraordinary contributions to the overall success and quality of VMS.

VenuesNow Magazine recognized Erwin as a "Women of Influence" in the music and entertainment venues industry and she was selected as one of the 2017 "Women Who Mean Business" by the Atlanta Business Chronicle. She is past chair of the Board of Trustees for the IAVM Foundation.



Past Chair: Tammy Koolbeck, CVE

Tammy Koolbeck, CVE is Executive Director of the Iowa State Center managed by VenuWorks. She is responsible for the day to day management including programming and overseeing marketing, sales, ticket office, finance, food and beverage and operations of two theatres and the conference center on the campus of Iowa State University. Koolbeck has worked in the venue management industry for 20+ years and most recently served as Chief Marketing Officer/Senior Vice President for the VenuWorks corporate office.

Koolbeck earned her Certified Venue Executive (CVE) in 2015 and is active in IAVM and the Event and Arena Marketing Conference. Before joining the VenuWorks corporate staff, Koolbeck was Assistant Executive Director of Marketing and Programming for the U.S. Cellular Center Arena/Paramount Theatre and General Manager of the Cedar Rapids Ice Arena. Koolbeck started in the public assembly management field as the Director of Marketing for the Five Seasons Center and Paramount Theater. Her past work experience includes hotel, convention and visitor bureau and professional sports.

Koolbeck is a Past President and current member of the Board of Directors for the Event and Arena Marketing Conference, the premier gathering for arena marketing professionals from the United States, Canada, and Europe. In 2007, she was awarded EAMC's highest honor, the Gigi Award of Excellence. Koolbeck also received the prestigious Women of Influence Award from Venues Today in 2010. In 2014, she was honored with IAVM's Chairman Citation. Koolbeck currently serves on the Board of Regents and is a past Graduate Institute's Assistant Dean. Koolbeck was the past chair for the 2015 and 2016 Venue*Connect* Planning Committees and is past Chair of the Industry Affairs Committee. On the Region level, she is a past Region 3 Director and Scholarship Chair.



Director – Region 1: Frantzer LeBlanc, CVP

Frantzer LeBlanc, CVP serves as the Director of Events and Operations at the UMBC Event Center, operated by OVG Facilities. In this position, he manages the day to day operations of the event center. LeBlanc also manages the Facility, Event and Operations, and AV teams. In this position LeBlanc is responsible for negotiating and executing all vendor and sub-contractor contracts.

Prior to this position, LeBlanc worked as the Assistant Athletic Director for Bob Carpenter Center Operations and Events. In this position, he also oversaw the event management team for all events and served as event manager for all concerts, and major university events. LeBlanc also oversaw audiovisual operations, production and capital projects for the Arena.

Prior to working at Delaware University, LeBlanc worked with Facilities and Operations at the Hofstra University, Wagner College and American University.

LeBlanc has served on the University Committee for the last three years. He received his Bachelor degree from Temple University where he studied Sport and Recreation management and earned his MBA from Wagner College. LeBlanc has also written two articles that were published in the Facility manager magazine.



Director – Region 2: James D. "Jim" Brown, CVE

James D. (Jim) Brown, CVE is the Executive Director of the Joseph A. Floreano Rochester Riverside Convention Center, in Rochester, New York and has worked there since April of 1994. Brown is a long time IAVM member and has participated in the association in various capacities including the Board of Trustees of the IAVM Foundation, Region 2 Membership Chair, Industry Affairs and Venue*Connect* Planning Committees.

Brown is a graduate of Venue Management School and has been a member of IAVM since July of 1994. He has served as an officer in Region 2 since 2016 and received his designation as a Certified Venue Executive in 2018.

Outside of the office, Brown is involved in his community and sits on a number of boards including, Rochester Downtown Development Corporation, Ronald McDonald House Charities of Rochester, Rochester Broadway Theater League and Rochester Rotary. While not working Brown enjoys, hiking

and swimming for exercise as well as golf. He is the father of three daughters and resides in Churchville NY, a suburb of Rochester.



Director – Region 3: Scott Hallgren, CVE

Scott Hallgren, CVE is currently serving as Executive Director for VenuWorks at the Bridge View Center in Ottumwa, Iowa. Hallgren has been with Bridge View Center since March 2015. 2019 marks his 25th year of service to our industry, with 15 of those years in an executive and leadership position.

Prior to Ottumwa, Hallgren served as General Manager for VenuWorks at the Clay County Regional Events Center located on the Clay County Fairgrounds in Spencer, Iowa. Hallgren began his career in the industry in 1994 as an Event Coordinator for the Des Moines Convention Center in Des Moines, Iowa.

Hallgren has been fortunate enough to serve at a convention center, arena, in a multi-purpose venue on a fairgrounds setting, and now most recently with a theater and convention center with riser seating to do small arena shows. He is proud to have served his career in Iowa, believing in the benefits and rewards a public venue can deliver to the smaller, tertiary markets where the venue can be the central hub or gathering place for a community.

Hallgren is proud to serve on the Region 3 board and has been on the board since 2015. He has also served on IAVM's Convention Center Committee from 2008-2014 and the 2012 VenueConnect Conference Planning Committee.



Director – Region 4: Chris Hayden

Chris Hayden is the Assistant Director of Sports Facilities at Montana State University. Hayden started as the Director of Operations at Montana State in 2012 and moved into the Assistant Director role in 2017. At Montana State, Hayden helps to manage 4 buildings and oversees all event operations including setup/changeovers, guest services, custodial, and technical operations.

Before coming to Bozeman, Hayden worked at Reliant Park in Houston, Texas for six years. He started his career as an intern in the University of Iowa Athletic Department.

Hayden grew up in Rochelle, Illinois. He received degrees from Augustana College and the University of Iowa. At Augustana, he was a four-year letter winner and a member of two CCIW Championship football teams. In 2017, Hayden married his wife, Jen Poser-Hayden and they have one puppy.



Director – Region 5: Brandi Quick, CVE

Brandi Quick, CVE was hired in February 2016 by the Huntsville-Madison County Marina & Port Authority to serve as Executive Director for the Authority and Ditto Landing Marina as well as Madison County Boat Harbor. Her primary responsibility is to revitalize Ditto Landing and Madison County Boat Harbor through the implementation of a Big Picture Master Plan. Prior to joining the Ditto Landing team, Quick spent nineteen years as an employee of Von Braun Center and was a member of the VBC Senior Management Team for 15 years.

Quick earned her Bachelor's Degree in Administrative Science and her Master's Degree in Public Affairs from UAHuntsville. She currently serves on the Board of Directors with Leadership Greater Huntsville Administration Committee, is Vice-President of the South Huntsville Business Association Board of Directors, and has been a member of IAVM since 2001. Quick earned her Certified Venue Executive (CVE) designation in 2011.

Quick and her husband Scott have one son, Cooper.



Director – Region 6: Jeff Davis, CVE, CMP

Jeff Davis, CVE, CMP is the executive director of the Department of Special Event Facilities at the University of Texas at Arlington. In his role, he leads the operation and strategic growth of the university's two large public assembly venues, College Park Center and Texas Hall, and the operation of UTATickets.com, the campus-wide box office operation.

Davis joined the UT-Arlington team in 2011 as the general manager of the College Park Center, leading the final year of construction and the opening of the 7,000-seat multi-purpose arena for the University. Prior to that, he served as senior event coordinator at the Dallas Convention Center and event services manager at the Curtis Culwell Center.

Davis has been actively involved with IAVM for over ten years. He has served on various committees for the association, achieved both the CVP and CVE certifications, and currently serves as the director for IAVM Region 6.

While he loves the venue industry, his true passion involves an island state of mind – sand between the toes and scuba diving – and he shares this passion with others as a PADI scuba instructor.



Director – Region 7: Robby Elliott, CVP

Robby Elliott, CVP is the Director of Production for the Mesa Arts Center, a unique, internationally award-winning facility located in Mesa, Arizona. In this role, Elliott leads a team that oversees all production operations in the facilities, 4 theaters and multiple outdoor spaces which produce or present over 1,000 events annually.

Elliott is a Certified Venue Professional (CVP) and has contributed to IAVM in several capacities including Region 3 Vice Director, a member of the Performing Arts Committee, Membership Committee, as well as the Arizona Chapter Local Planning Committee.



Director - IAVM/VMA Asia Pacific: Steve Harper, CVE

Steve Harper, CVE held the position of Director of Arenas for Melbourne and Olympic Parks, Australia's heart of sports and entertainment, and oversees the commercial and operational management of Rod Laver, Hisense and Margaret Court Arenas until his retirement at the end of 2019.

Prior to his appointment at Melbourne and Olympic Parks in 2015, Harper acted as Chief Operating Officer (COO) for VenuesWest in Perth, Western Australia. During his five years there, he oversaw the operational and commercial management of the seven geographically spread self-managed venues including nib Stadium, HBF Stadium and HBF Arena which hosted events ranging from large scale music festivals to international sporting championships.

Harper was educated at the University of Washington (USA) and post-graduation took his first professional appointment in the venue management field. His first nine years in the industry were spent managing high profile sports and entertainment venues (on the USA West Coast) in Seattle (including the 75,000 seat Husky Stadium), after which he moved to Virginia as Assistant and Acting Director for 'Seven Venues'. In this role Harper managed all facets of seven venues, including five theatres, the 13,000 seat Scope Arena and the 15,000 seat Harbour Park Stadium.

Harper has served on the VMA Board since 2012, during which time he chaired three of the Association's Annual Congress' and chaired the Membership Committee.

In 2005 Harper earned the Certified Venue Executive (CVE), the highest accreditation within the International Venue Management Industry.

Originally from Melbourne and as an aspiring track athlete, Harper spent his youth training at Olympic Park and the grass parklands where Melbourne Park now sits.



Director - Allied: Mark Gnatovic

Mark Gnatovic leads SearchWide Global's venue management search practice. He also leads search in the experiential event, convention, and tradeshow segments and has conducted searches with major DMO's. His expertise includes "C" level positions to division leadership from operations to marketing and revenue management. Gnatovic has worked with varying governing structures that are interested in creating economic development through experiences for their communities. His forte is client and candidate retention, and his ability to understand his clients' core business and strategies, enabling him to identify valued talent.

Prior to joining SearchWide Global, Gnatovic worked in Chicago, Minneapolis, and Dallas for some of the largest hotels in the country, including the Hilton Anatole, Hilton Chicago, Palmer House a Hilton Hotel, Hilton Chicago O'Hare and the Hilton Minneapolis. He has participated in the opening of two hotels and has experience in food and beverage, event, and sales leadership.

Gnatovic is active with industry associations such as IAVM, IMEX, MPI, IAEE, and Destinations International. He served 6 years on the IAVM Foundation Board of Trustees and helped establish SearchWide Global as a founding sponsor for IAVM's 30|UNDER|30 program. He is based in the Dallas/Fort Worth area with his wife, and they have three grown children.



Director - Arenas: Scott Mullen, CVE

Scott Mullen, CVE has been the Executive Director of the TaxSlayer Center since 2005. Mullen has held General Manager positions at Nassau Coliseum, Arizona Coliseum and the Hersheypark Sports & Entertainment Complex in Hershey, PA.

Mullen has also held Assistant GM and Director of Operations positions at the Long Beach Convention & Entertainment Center and Event/Facility Manager Positions at Philadelphia Civic Center, Nassau Coliseum, American University and Temple University after interning at JFK & Veterans Stadiums in

Philadelphia, NAIA and NACDA. He has taught graduate level Sports Administration classes at Adelphi University and University of Iowa. He received his bachelor's degree from Drake University and a master's degree from Temple University.

Mullen has been an active member in the International Association of Venue Managers since 1993. He currently serves on the IAVM Board as Directors as well as the Governance Committee, Industry Affairs Committee, is the Region 3 Treasurer and was the former Chair of the Arenas Committee and served on the Venue*Connect* Planning Committee. He is a VMS graduate and has also served on IAVM's Crowd Management Committee, Stadiums and Convention Centers Committees and was also a Region 1 Officer. He has served on Long Beach CA, Long Island NY and Quad City Sports Commissions, Genesis Health Foundation Executive Board, is the Chair of the Genesis Marketing Committee, serves on the Visit Quad Cities Sports & Tourism Task Force and Quad City Chamber of Commerce Redevelopment Opportunities Council.



Director – Board of Trustees: Bill “Sparky” Bavirsha, CVE

Bill “Sparky” Bavirsha, CVE is the Associate Athletic Director for Facilities and Operations at the University of Illinois at Chicago Sports Complex (UIC Sports Complex). Bavirsha manages approximately 500,000 square feet of indoor and 1,000,000 square feet of outdoor multi-purpose space which includes Curtis Granderson Stadium, Flames Softball and Soccer Complexes, an Olympic size Natatorium, and several more Athletic training/administrative spaces. For over 25 years Bavirsha has been instrumental in developing the UIC Sports Complex into one of the Premiere multi-purpose public assembly facilities in downtown Chicago.

Prior to UIC, Bavirsha worked as Vice President of Game Operations for a minor league baseball team in southern Indiana, professional Mascot entertainer, and a Program director for the BSA. He has served on the Board of Directors and Board of Trustees for the International Association of Venue Managers (IAVM). He is a graduate from the Public Assembly Facilities Management School (now Venue Management School), the Senior Executive Symposium from the Cornell School of Hotel Management, and has earned his Certified Venue Executive (CVE). Bavirsha is an Eagle Scout and has a Master's Degree in Sports Management. He serves on his Church Council and has been involved in numerous programs benefitting youth around the community. Bavirsha has been married to Kari for 20 years and has 2 great kids Katie and Brandon.



Director – Convention Centers: Erin Jepson, CMP

Erin Jepson, CMP served as the director of events and guest services for the Oregon Convention Center in Portland, OR. Working with one of the best teams in the industry, she oversees the event services team and guest services department which includes, ticketing, parking, volunteers and the venue's new ambassador program.

Prior to joining the Oregon Convention Center team in 2013, she was with Walton Arts Center in Fayetteville, AR overseeing event booking and management, front of house services, concessions and festival management for Artosphere.

Jepson graduated from The University of Texas in Austin with a BA in Music Studies where she focused on musicology hoping to one day be the most inspiring music history professor in the field. Instead, she strives to be the most inspiring manager in the industry and knows she has big shoes to fill.

Jepson is a member of International Association of Venue Management (IAVM) and Professional Convention Management Association (PCMA). She graduated from IAVM's Venue Management School in 2013, attended the Venue Management School Graduate Institute in 2016 and received her Certified Meetings Professional (CMP) certification in 2015 from the Convention Industry Council.



Director - Performing Arts: Jennifer Norris, CVE

Jennifer Norris, CVE, is the Assistant Managing Director of the San Francisco War Memorial and Performing Arts Center. IAVM's Performing Arts Center Managers' Conference in Orange County in 1997 was the place Norris first caught the IAVM bug. Since that time, she has served on a variety of conference planning committees. Norris lead a great team in hosting the 2015 Performing Arts Managers' Conference in San Francisco. Northern California is pleased to have her as it's chapter representative. Diversity, equity and inclusion work is a lifelong focus of Norris', beginning with the Gay Pride Parades of her youth. Presently the Co-Chair of IAVM's Diversity in Leadership Committee, she is focused on ensuring the strength and sustainability of IAVM, through her support of IAVM's expanding commitment to recognize and amplify a diversity of voices. A graduate of Venue Management School (VMS) and the Graduate Institute (GI), Norris became a Certified Venue Executive in 2018. She looks forward to teaching Accessibility at Venue Management School,

whenever it next convenes. In January 2020, Norris was honored to join the IAVM Board, and brings years of not-for-profit board experience to the work.



Director - Stadiums: Patrick Tetrick, CVP

Patrick Tetrick, CVP begins his 15th season working for the Denver Broncos as the Director of Guest Relations. In his current position, he oversees 400 staff members for the Denver Broncos home games and other events held at the stadium.

Tetrick grew up in Great Bend, Kansas and joined the US Army as a Military Policeman following high school. He was stationed in Frankfurt, Germany, serving with the 503rd MP Company, 3rd Armored Division (Spearhead), and with the 555th MP Company, Ft. Lee, Virginia. He then entered the US Army Reserve assigned to the 346th Military Police Company (EG), Hutchinson, KS, and the 530th Military Police Battalion, Omaha, NE. Tetrick retired in 2005 as an MSG completing four deployments including Kuwait/Saudi Arabia, Hungary, Guantanamo Bay, Cuba, and Iraq.

He received his B.A. from Wichita State University in Sports Administration. Before his current position, he was the Assistant Security Manager and Guest Relations Senior Manager. Tetrick resides in Thornton, CO, with his wife, Christina, and their 17-year-old quadruplet boys, Parker, Peyton, Camden and Christian.

Tetrick received his Certified Venue Professional (CVP) designation from the International Association of Venue Managers in 2017 and was most recently the Chair of the GuestX Committee and served on the Stadium Committee.



Director – Universities: Bobby Goldwater, CVE

A respected and innovative industry veteran with an unparalleled combination of experience, **Bobby Goldwater, CVE** has had a career of impressive accomplishments including serving 24 years in a number of executive positions at Madison Square Garden and having leading roles in opening STAPLES Center, as the arena's first Senior Vice President and General Manager, operating RFK Stadium and bringing Major League Baseball back to Washington, D.C.

The President of The Goldwater Group consulting firm, Goldwater is a distinguished faculty member with Georgetown University's Sports Industry Management master's program, with which he served an 18-month term as its Interim Associate Dean, initiated its online curriculum and developed a sports management education program in association with the Josoor Institute in Doha, Qatar. He is the co-author of the textbook, *The Sports Management and Marketing Playbook, Second Edition*.

Goldwater is the co-chair of the Smart Venue Leadership Board, a diverse group of industry executives brought together to chart the future of venue technology and the fan experience. An IAVM member for 36 years, Goldwater currently is the chair of the Academic Committee, past chair of the Universities Committee and moderator of the 20/20 Vision webinar series for young and aspiring venue management professionals.