

## **2019-2020 IAVM SLATE OF OFFICERS**



**Chairman of the Board: 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 over 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 VenueConnect 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.



**First Vice Chair: 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.



**Second Vice Chair: Eric Hart, CVE**

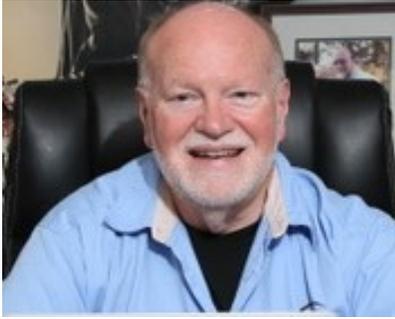
**Eric Hart, CVE** is the President/CEO of the Tampa Sports Authority (TSA) in Tampa, Florida and current Dean of the Graduate Institute.

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.



**Past Chair: Michael Marion, CVE**

**Michael Marion, CVE** is General Manager of the Verizon Arena in North Little Rock, Arkansas, where he has been employed since 1997. In 2004, Marion was named Pollstar magazine's "Facility Executive of the Year."

Marion previously worked as program advisor at Mississippi State University, booking such artists as Billy Joel, Bruce Springsteen, and Earth, Wind and Fire. In 1982, he moved to Los Angeles and worked as an agent for Triad Artists. In 1988, he moved back to his hometown of Tupelo, Mississippi, and became Director of the Tupelo Coliseum, presenting such artists as Tom Petty, the Eagles, and Reba McEntire.

Marion has been an IAVM member since 1992 and graduated from the Public Assembly Facility Management School (now called Venue Management School) in 1994. He received his Certified Venue Executive (CVE) designation in 2006. He served on the Board of Regents from 2010 – 2016 and was chair from 2014-2015. Marion has also served on the IAVM Board of Directors as the Director for Arenas, Arena Committee, Industry Affairs Committee, Research Committee, VenueConnect Program Committee, Public Relations Committee, Audit Committee, Governance Committee and Board of Education.



**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: Clement J. “C.J.” Steigmeyer, CPA**

**Clement J. (C.J.) Steigmeyer** is the Vice President of Finance and Chief Operating Officer with the Allen County War Memorial Coliseum, in Fort Wayne, Indiana and has worked there since 1999. C.J. is a Certified Public Accountant (CPA) and holds a Bachelor of Business Administration degree from St. Joseph’s College in Rensselaer, Indiana.

He is a graduate of Venue Management School and has been a member of the IAVM since 2008. He has served as an officer in Region 2 since 2012 in addition to serving on the IAVM Audit Committee for 4 years.

Outside of the office, C.J. is currently the Chairman of the City of Fort Wayne Internal Audit Committee and a member of the finance committee for his church. While not working or spending time with his wife of 22 years and four children, he coaches football for fifth through eighth grade boys in the fall and oversees a high school and junior high lacrosse team in the spring.



**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 25<sup>th</sup> 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** holds 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.

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: Lynne King Smith**

**Lynne King Smith** is a passionate female entrepreneur, currently serving as the CEO of TicketForce, Founder of Thrive Coworking for women, and principal of Building 313 a mixed use commercial space in downtown Gilbert.

TicketForce has a team of 25 and serves clients in all 50 states and Canada through its web-based product for entertainment venues and live event promoters with \$102M in ticket sales in 2017.

Never afraid to speak up for and about women, King Smith has led panels and spoken nationally about women in business, tech and other male-dominated fields including film and music. Her passion is fueled in part by raising 3 daughters while working, studying, and discovering both the opportunities and roadblocks for women in business.

King Smith has received the Most Influential Women in Arizona award from the AZ Biz Journal and the Most Admired Leaders in Phoenix from the Phoenix Business Journal. Her leadership at TicketForce with a focus on positive company culture has resulted in being voted one of the Best Places to Work in Arizona 2 years in a row.

She serves on the national board of the League of Historic American Theatres, the Town of Gilbert Mayor's Advisory Council, and is a frequent speaker at conferences nationwide on marketing and technology.



### **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 and Entertainment Center and Event Manager Positions at Philadelphia Civic Center, Nassau Coliseum, American University and Temple University after interning at JFK & Veterans Stadiums in Philadelphia. He taught graduate level classes at Adelphi University in Garden City, NY and 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. Mullen currently serves on the IAVM Board as Directors, was the former Chair of the Arenas Committee and served on the VenueConnect 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 Officer. He has served on Long Beach, Long Island and Quad City Sports Commissions, Genesis Health Foundation Executive Board and is the Chair of the Genesis Marketing Committee.



**Director – Board of Trustees: Adina Erwin, CVE**

**Adina Erwin, CVE** is the Vice President & Chief Operating Officer for the Fox Theatre in Atlanta, Georgia. A fiercely protected landmark and nationally acclaimed theatre, the Fox is a multi-purpose performing arts venue which hosts over 450 events per year. During her tenure at the Fox Theatre, Erwin launched the award-winning Fox Theatre Institute, an innovative community engagement and consulting division of Fox Theatre, Inc.

Since 1993, Erwin has worked in various types of entertainment venues including arenas, convention centers and theaters. Prior to her current position with the Fox, she served as the Director of the Times-Union Center for the Performing Arts in Jacksonville, Florida. A theater complex which houses three (3) performance halls, the Times-Union Center is 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. In addition, she assisted with the transition planning and activities in preparation for the grand opening of this facility, 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 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.

Venues Today Magazine recognized Erwin as one of the 2013 “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 a graduate of Arts Leaders of Metro Atlanta and Leadership Atlanta. She is also a member of the Kiwanis Club of Atlanta, the Advisory Board for the Trust for Public Land and the Board of Trustees for the IAVM Foundation. Erwin resides in Decatur, GA with her husband and two children.



**Director – Convention Centers: Erin Jepson, CMP**

**Erin Jepson, CMP** serves 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: Phil Jordan, CVE**

**Phil Jordan, CVE** has more than 35 years of management experience in performing arts venue development, operations, theatrical production, special events and community coalition building.

Since 2005, Jordan served as the Division Director for the Salt Lake County Center for the Arts in Salt Lake County, Utah. He managed a \$12 million annual operating budget together with a 54 member

team that administered 5 major venues and ArtTix ticketing services. In 2016, the new 2,500 seat George S. and Delores Dore Eccles Theater was added to his portfolio following eight years of planning and construction specifically targeted for enhanced commercial programming in the Salt Lake regional market. The patron response to the new theater has exceeded expectations in every outcome. Recently, Jordan was promoted to Cultural Planning & Projects Director to continue the County's expansion of innovative community arts facilities and programs.

Prior to his engagement with Salt Lake County, Jordan managed the Soldier Hollow cross-country and biathlon competition venue for the 2002 Winter Olympics in Salt Lake City. He worked in Las Vegas with the Cirque du Soleil organization for the complex production process and initial operations of "O" at Bellagio and for 18 years as the Director of Production for the Boston Ballet Company.

A committed arts and event management professional, Jordan is a member of the IAVM Venue Management School Faculty and its Board of Regents. He earned his Certified Venue Executive (CVE) designation in 2013.



### **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: Dusty Saine**

**Dusty Saine** is a graduate of Clemson University with a Bachelor of Science in Marketing. He is in his 13th year of membership with the International Association of Venue Managers (IAVM) and served as the Universities committee chair.

Saine has authored several articles that have been published in *Facility Manager*, which is an industry recognized facility management magazine. He is also a graduate from Public Assembly Facility Management School and the Academy of Venue Safety and Security. He has received training certificates from the Department of Homeland Security, FEMA and local law enforcement organizations.

Currently Mr. Saine works at Rowan Cabarrus Community College managing major events, campus operations, emergency preparedness and special projects. Prior to his job here at Rowan-Cabarrus, he managed Clemson University's Littlejohn Coliseum, a medium sized multi-purpose arena. He is an experienced professional in facility management, operations, marketing, contract negotiation, staff training and booking talent. Saine oversaw and directed numerous concerts, sporting events, trade shows, galas and festivals. He booked and hosted the inaugural Zac Brown Band Music and Food festival and promoted Eric Church's first ever headline arena date.