



# Newsletter

Colorado New Mexico Oklahoma Arkansas Texas Kansas Mexico

July 2018

## Walton Arts Center Employee Earns Arkansas Volunteer Certification



Beth Hopkins, administrative assistant for volunteer programs at Walton Arts Center, is now a Certified Volunteer Manager (CVM) by the Arkansas Public Administration Consortium.

CVM is a nationally recognized certification designed for administrators, directors, managers and coordinators of volunteers and volunteer programs. To earn the certification more than 60 hours of study is required in topics that include recruitment and retention strategies, trends in volunteer programs, volunteer screening, placement, training and supervision.

Hopkins has been in her role working with volunteers at Walton Arts Center since 2004. More than 200 volunteers fill a variety of roles during shows and events and in the administrative offices. These volunteers donate more than 25,000 hours to the organization, or the equivalent of 13 full-time paid positions.

## Plano City Council Reviews, Approves Proposal to Build 4-Star Radisson Hotel at Plano Event Center

The Plano Event Center could have a new 4-star neighbor by the spring of 2020, adding a key partner to the popular meeting and events venue. At their June 25 meeting, the Plano City Council authorized the City Manager to enter into a lease agreement with Tirgo, LLC for approximately 5 acres of land adjacent to Plano Event Center for the purpose of building a Radisson Hotel.

The convention center hotel would connect to Plano Event Center, complete with 175 rooms, a full-service restaurant, business center, exercise facilities, meeting space and the latest hotelier technology. The hotel would operate on a cooperative agreement with Plano Event Center, coordinating with one another for bookings and use of its facilities. The hotel will also include parking areas and valet service.

Plans for the Radisson Hotel will require approval by the Planning and Zoning Commission through the City's normal review process. Construction and operation of the hotel will come at no cost to taxpayers, as the city will ***not*** provide any tax incentives, thereby allowing the city to keep all hotel occupancy taxes and increased sales tax revenues.

The hotel is expected to be a game changer for Plano Event Center by providing convenient lodging for out-of-town visitors attending the center's conferences and other business activities. A [feasibility study](#) conducted for Visit Plano in 2016 indicated a need for such a hotel to support the increasing demand. The new development is also expected to open new doors for economic growth east of I-75, Plano Event Center Manager Mark Jarrell said.

(Continued, page 2...)

“Radisson has done its homework and its research exceeds our independent study projects. Plano Event Center has had a competitive disadvantage relative to other event centers in the area given the lack of hotel rooms near our facility,” Jarrell said. “We feel this development, with its high-quality amenities and three-meal dining options, will allow us to expand our ability to attract even more events and visitors as we continue to support the growing tourism industry here in Plano.”

## **Patricia Muzquiz-Cantor Named Director Of Convention And Sports Facilities Department In San Antonio**



Patricia Muzquiz-Cantor has been named Director of Convention and Sports Facilities Department that operates the Henry B. Gonzalez Convention Center, Alamodome, Lila Cockrell Theater, and Carver Cultural Center Community Center in San Antonio.

She had served as interim director of the Convention and Sports Facilities Department since February and led the successful execution of operations at the convention center and Alamodome during the 2018 Men’s Final Four.

Patricia has served the City of San Antonio for 21 years, previously as the assistant director of the Convention and Sports Facilities Department and the Fiscal Administrator. She holds both a Master of Public Administration degree from the University of Texas at San Antonio and Bachelor’s degree from Texas A&M University at College Station.

In her new position, Muzquiz-Cantor is responsible for the oversight of the department’s facilities, development and administration of the department’s budget and ensuring efficient and quality service delivery for convention clients. She has worked within the Convention and Sports Facilities Department since 2004 and has refined skills in fiscal management, budget administration, and management of contracts and agreements.

“I am confident in her ability to continue to lead the Convention and Sports Facilities Department in elevating the experience at our facilities and attracting large scale events to San Antonio,” said Carlos J. Contreras, III, Assistant City Manager.

In addition to being an IAVM member, Muzquiz-Cantor is a graduate of Leadership San Antonio Class 41 and an active volunteer of the City of San Antonio Women’s Leadership Program.

## **University of Oklahoma’s Lloyd Noble Center Seeking Technical Assistant**

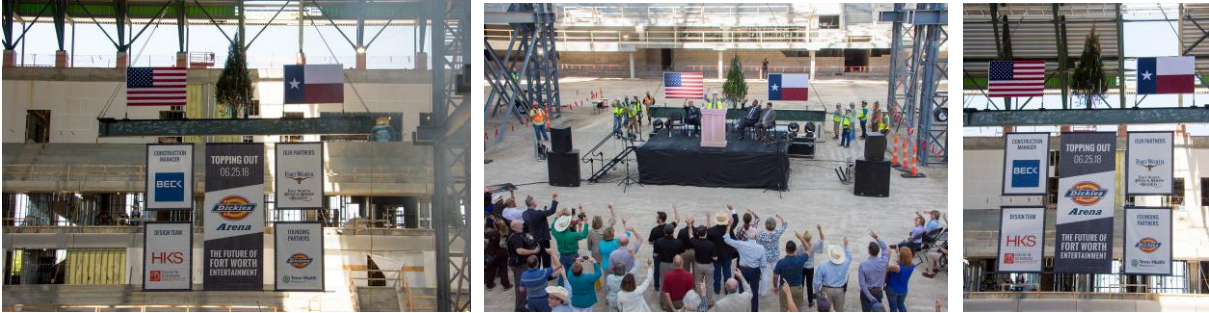
### **Summary:**

LNC Technical Assistant (FA IV) Assists with all event set up and break down for athletic and non-athletic functions including meetings, banquets, family attractions, conventions, concerts, exhibitions, consumer shows, miscellaneous University Affairs, along with other community and private entertainment events. Will lead multiple projects, tasks, and work assignments. Will oversee performance to make sure projects are on time or ahead of schedule and at or under budget for event conversions. Responsible for overseeing small work crews and temporary labor as needed.

### **Apply Online:**

<https://ou.taleo.net/careersection/2/jobdetail.ftl?job=181944&tz=GMT-05%3A00>

## Topping Out Ceremony Marks Construction Milestone at Dickies Arena



Trail Drive Management Corp. (TDMC) Chairman Ed Bass, Fort Worth Mayor Betsy Price and The Beck Group Chief Executive Officer Fred Perpall joined nearly 900 construction workers on Monday, June 25 to celebrate the topping out of Dickies Arena.

The arena, which is approximately 50% complete, is scheduled to open in November 2019. To date, 3,544 workers have participated in the construction of Dickies Arena, accumulating 1,839,564 man hours.

A topping out ceremony is traditionally held when the last beam is placed at the top of a structure during construction. For some, the evergreen tree – which was displayed on the center of the beam – is a marker of good luck and prosperity for future building occupants.

Dickies Arena will bring a wide variety of programming to Fort Worth, including concerts, family shows, sporting events, community events and will be the new home to the Fort Worth Stock Show rodeo performances. The \$540 million project will complement the current Will Rogers Memorial Coliseum, which will continue to serve as a major equestrian show arena.

## Tulsa Performing Arts Center Recognized In Multiple Established Publications



The Tulsa Performing Arts Center is proud to announce being the recipient of many local readers' choice awards in various publications.

"Tulsa People" magazine announced the PAC as the A-List Winner of Choice Venue: Performing Arts. Bi-weekly newspaper "The Voice" named the PAC as Best Performing Arts Space in their annual Best of Tulsa issue. "Oklahoma Magazine" named the PAC as Best of the Best 2018, while "Tulsa Kids" magazine readers voted us as Family Favorite Theatre.

All of this comes on the heels of the Tulsa PAC undergoing major renovations and a new branding for the 2018-19 season, including the launch of a new website in September.

## Walton Arts Center/Walmart AMP Seeking To Fill Several Positions

### Artist Services Coordinator

Serve as an employee of the Production Department to coordinate, execute and oversee visiting artist logistics and hospitality in addition to acting as a relief scheduler for the local crew.

### Human Resource Manager (Walmart AMP)

Responsible for various HR functions including new hire paperwork and orientation, payroll support, processing terminations, pay adjustments and the biweekly payroll, gathering and auditing timekeeping data and ensuring the cost coding is correct. Assists with the administration of the day-to-day operations of the AMP human resources functions and duties.

### Director of Individual Giving

Position is directly responsible for engaging constituents in ways that lead to stronger relationships with the arts center and to increased contributed income. Create and develop Walton Arts Center's engagement and cultivation efforts with individuals and other potential constituencies. Design and execute opportunities to involve targeted constituencies in the work of the arts center.

Please visit <https://waltonartscenter.org/about/employment/> for more info and full job descriptions.

## City of San Antonio Seeking Assistant Director of Convention and Sports Facilities



The Convention & Sports Facilities (CSF) is accepting applications for an Assistant Director who will be responsible for the oversight of the department's assigned facilities including the Henry B. Gonzalez Convention Center, Alamodome, and Carver Community Cultural Center. The Assistant Director will also oversee the various management functions of the department including sales and booking, event services, box office, marketing, maintenance, operations, security, human resources, and finance.

The ideal candidate will have a Bachelor's Degree from an accredited college or university with major coursework in Facility Management, Marketing, Business Management, Public Administration, or a related field. Six (6) years of increasingly responsible professional experience in the area of convention and/or sports facilities management, public venue management, major events coordination or a related field. Experience must include administrative and supervisory experience or equivalent combination of education and experience.

To view the complete job posting, please visit [www.sanantonio.gov/careers](http://www.sanantonio.gov/careers). Career Center to Executive Tab. If you are interested in this outstanding opportunity, please send cover letter, resume, references and salary requirements to:

**[saexecsearch@sanantonio.gov](mailto:saexecsearch@sanantonio.gov)**

This position is open until filled; however, the first review of resumes will be **August 6, 2018**. Candidates selected for interview will be contacted by the City of San Antonio's Executive Recruiter, Joel Jenks. For additional information, Joel can be reached at (210) 207-5173.

## \$55 MILLION RENOVATION AT COX CENTER TULSA

The Cox Business Center in downtown Tulsa hosted a project launch to mark the beginning of the national award-winning venue's \$55 million Vision Tulsa funded renovation. The event was hosted by the venue's Assistant General Manager **Kerry Painter**, and included three speakers: Tulsa **Mayor G.T. Bynum**, Cox Communications Vice President and Market Leader **Roger Ramseyer**, and SMG Tulsa General Manager **Jeff Nickler**.



L to R: AGM Kerry Painter, Mayor G.T. Bynum, GM Jeff Nickler, Cox Communications VP Roger Ramseyer

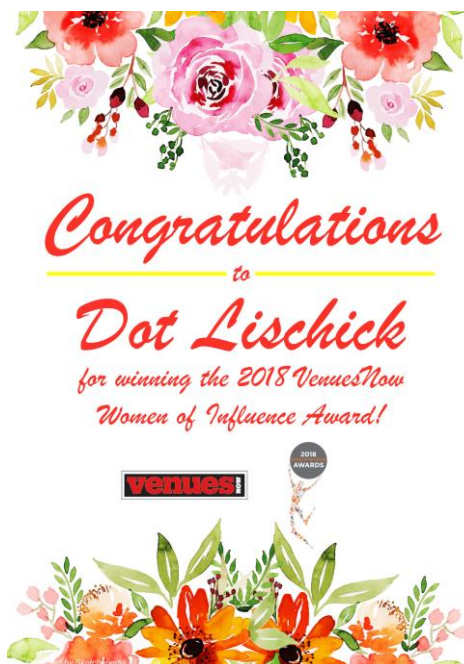
“Through the strong support in our city for the Vision Tulsa program, the investments that we will make in our Cox Business Center will keep Tulsa at a competitive advantage and serve as a vital project for our tourism industry,” Mayor G.T. Bynum said. “These improvements will help enhance our tourism client base and improve the experience for Tulsans and visitors that utilize the venue.”

The project team—**Vision Tulsa Builders** (including project partners from both Flintco and Manhattan Construction), **City of Tulsa**, **SMG Tulsa**, **MATRIX**, and **Forest For The Trees Architects**—will present project information and visuals, and touch on how the project will make Tulsa a bigger competitor for state and national events while further connecting the over 300,000 square-foot venue with its downtown neighbors.

The venue marked the close of its historic arena with the event and welcomed in a new era. The project construction begins immediately and will be completed in June 2020.

## COX CENTER TULSA SEEKING SALES COORDINATOR

The Cox Business Center in downtown Tulsa has an opening for a Sales Coordinator. This part time position offers flexibility and the opportunity to join an Outrageously Excellent team. Proficiency in Excel, online platforms, and basic accounting skills are required. For more information, visit [www.coxcentertulsa.com/careers](http://www.coxcentertulsa.com/careers).



## ALLEN EVENT CENTER MANAGERS ATTEND VMS



Allen Event Center recently sent three of its top professionals to attend IAVM's Venue Management School (VMS) in Wheeling, West Virginia. The VMS programs are considered to be the best professional education programs available for venue managers. VMS attendees from Allen Event Center included Mike Martin, Assistant General Manager; Bill Herman, Assistant General Manager and Ross Girouard, Director of Operations and Production.

Though it was a first-time experience for Martin, the Assistant General Manager is already planning to attend VMS next year.

"Coming from a sales background, I found the operations and production discussions to be both enlightening and invaluable," Martin said. "I definitely plan to attend next summer to continue my growth."

Assistant General Manager Bill Herman received VMS certification with completion of his second year.

"The first two years of the program helped me to think 'outside the box' in a variety of ways and provided me with concepts to implement at Allen Event Center," Herman said. "Listening to the leaders of our industry offers a tremendous opportunity for professional growth and development."

Attending the program for the third year was Allen Event Center's Director of Operations and Production, Ross Girouard. With VMS and Certified Venue Professional (CVP) certifications under his belt, Girouard was able to finish the VMS Graduate Institute (GI) program, IAVM's benchmark program in venue management.

"Our class of 25 was very tight-knit from day one and has continued the conversations through a group e-mail chain since leaving Wheeling," Girouard said. "A few of us are already planning on getting together again later this summer."

## Strait Texas: Frank Erwin Center's 40th Anniversary Celebration featuring George Strait



Pictured left to right: Louis Messina, Laura Bennett, Christine Scott-Laakso, George Strait, Liz Land and Jimmy Earl

The Frank Erwin Center wrapped up its 40<sup>th</sup> anniversary celebrations last month with a sold-out concert from the King of Country, George Strait! The City of Austin declared June 3, 2018 Frank Erwin Center day and named George Strait an Honorary Citizen of Austin.

"What better way to celebrate 40 years than with a legend like George Strait," said Director of the Frank Erwin Center, Jimmy Earl, CFE. "George has performed at the Erwin Center more times than any other artist and we were honored to have him help us commemorate this huge achievement."

## **ALLEN COMMUNITY ICE RINK FINDS CREATIVE, MORE EFFICIENT APPROACH TO ICE BUILDS**



No one enjoys watching paint dry, especially the ice techs at Allen Community Ice Rink (ACIR) at Allen Event Center. The crew with help from Jet Ice, the world-leading supplier of ice paints and application equipment, have created a more efficient way to build the rink's two full-size ice surfaces (85 feet by 200 feet).

Instead of manually painting the ice with a typical twelve-person team, ACIR has placed its Jet Ice paint system on a mobile rental cart. Equipped with a gas-powered Honda engine, the unit both mixes the paint and sprays it onto the surface, dramatically reducing the amount of time it takes to complete an ice build.

"What would have been a five-day ice build now takes three days," said Kelly Dennis, Allen Community Ice Rink's Ice Operations Coordinator. "We are very grateful for the new equipment. The physical demand from a traditional ice build can take its toll on an employee. The team's morale on the latest build was the highest it has been in a long time."

The ice rink isn't the only one reaping the rewards of this new paint system.

"In addition to reducing the time and cost of ice building, we are now able to serve our community better," said Timmy Vessakosol, Allen Community Ice Rink's Supervisor. "We're spending less time working on the ice and skaters are spending more time enjoying the ice. That's a win-win!"

## **SHARON CAREY, EXECUTIVE DIRECTOR OF SPECIAL EVENTS FACILITIES, RETIRES**



Sharon Carey, Special Events Facilities Executive Director, will be retiring on August 31, 2018. As executive director, Carey improved and led the business development of three public assembly venues at UT Arlington, as well as the campus box office. "It has been an incredible honor to have served the University," says Carey.

Carey has contributed more than 28 years of experience at the University of Texas at Arlington, and has held leadership roles in The Division of Student Affairs for 17 years and Special Event Facilities for 10 years. In 2007, as the Campus Recreation director she oversaw more than \$34 million in new construction and renovations for the Maverick Activities Building. In 2008 she was appointed director of the Special Events Facilities and was critical in the construction and opening of the College Park Center, a \$78 million, 7,000-seat multi-use arena.

## **UT ARLINGTON PROMOTES JEFFREY M. DAVIS AS EXECUTIVE DIRECTOR OF SPECIAL EVENTS FACILITIES**



The University of Texas at Arlington is pleased to announce Jeff M. Davis, CVE CVP CMP, has been named the new Executive Director of Special Events Facilities. He succeeds Executive Director, Sharon Carey, who is retiring August 31, 2018. In his new position, which begins September 1, Davis will oversee and lead business development, internal and external events for two public assembly venues, College Park Center and Texas Hall, as well as UTATickets Box Office.

“Jeff has prepared himself remarkably well to assume this new role, and has demonstrated that he is quite capable of effectively managing our special event venues on our campus,” says John Hall, vice president for Administration and Camp Operations at UTA. “I know we are all excited and very happy for Jeff and we look forward to supporting him as he steps into the Executive Director’s position at the end of the summer.”

Davis brings to the position more than 16 years of high-level event and venue management in the hospitality, sports and entertainment industry. He has extensive experience opening and operating multi-million dollar public assembly venues, building dynamic teams and identifying new revenue streams. He is passionate about the venue industry and has a strong emphasis on balancing the guest experience with patron safety, security, and exceeding expectations.

Davis says he is looking forward to his new role as Executive Director for several reasons. “Our Special Events Centers have changed substantially over the course of the past seven years, and it is reflected by our growth,” he says. “The motivation and the work ethic of our group makes me enthusiastic to step into this new position.”

Davis joined the University of Texas at Arlington in 2011 as general manager and oversaw the opening of College Park Center, a \$78 million, 7,000-seat multipurpose arena. In January 2016 he was promoted to Director of the CPC where he managed contract negotiations, tenant relations, renovation planning and valuation for the venue. During this time, the College Park Center home venue expanded and added the Dallas Wings WNBA team as a tenant.

His background includes serving as the senior event coordinator for the Dallas Convention Center, as event services manager at the GISD Special Events Center where he established and grew the event services team by 200 percent. And, Texas A&M University-Commerce where he planned events, festivals and leadership training programs.



## COLLEGE PARK CENTER WELCOMES CALEB MILLER AS TECHNICAL SERVICES MANAGER



Caleb Miller recently joined College Park Center at the University of Texas at Arlington as Technical Services Manager. In his role, he oversees the planning and execution of production information for events, including sound, lighting, video broadcast, digital signage and rigging. Caleb also oversees equipment maintenance, including developing and maintaining maintenance and replacement cycles.

Miller comes to College Park Center with more than a decade of experience at the Hot Springs Convention Center in Hot Springs National Park, Arkansas and MP Productions in Little Rock, Arkansas. “We are pleased that Caleb’s joining our team with a background in managing technical and audio visual productions. He will be a great asset to the CPC and Special Event Facilities team,” says Jeff Davis, director and general manager of College Park Center.

“I’m looking forward to working at College Park Center. I enjoy live events that I believe drive people and help provide the ‘wow’ factor,” says Miller.



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Anna Wong – Frank Erwin Center  
Nick Zazal – Walton Art Center/Walmart AMP

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