

ACCOMMODATIONS TAX ADVISORY COMMITTEE

3 YEAR TERM

4/hospitality (2/lodging industry)
1/cultural organization

MEMBER	ADDRESS	PHONE#	APPT. DATE	EXPIRATION	TERM #
Mary Frances Tall			1/14/2014	2/22/2023	5
Jeffrey Urso			5/14/19	5/14/2022	1
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Joseph E. Washington			1/14/2014	2/22/2023	4
Jamie Broadhurst			5/14/2019	5/14/2022	1
Mary B. Henry			1/23/2018	2/22/2021	5
Thomas C. Moore			1/23/2018	2/22/2021	3
Betty Ann Mills			1/22/2013	5/14/2022	3

NOTE: City Residents are highlighted in blue.

The terms of Mary B. Henry (City Resident) and Thomas C. Moore (City Resident) expire on February 22, 2021. Both wish for reappointment. On file are the resumes of Carolyn Milliron (City Resident) and Jessica Gregory (Non-Resident). This term will expire on February 22, 2024.

Carolyn T. Milliron

Independent Consultant to the Construction, Education and Manufacturing Industries

Select Qualifications

- 30 + years of experience as Training, Education, and Development Consultant for all aspects of business & industry, with specialization in construction.
- Construction Industry TED Subject Matter Expert, serving on local, state wide and nationally based projects.
- Led a 4 year, two state effort to revitalize, rewrite and rebirth the Project Super**VISION**® competency based construction supervisor education and recognition program. This project involved coordinating 40+ (volunteer and paid; vetted) subject matter experts, authors, designers, contributors, printers, graphic artists, attorneys plus securing funding (\$250,000) from Board of Directors/Trustees. The program is resulted in a curriculum of 200+ hours of training, amassed into a 5 course program designed specifically to enable construction supervisors to be safe, effective, and efficient while increasing productivity and profit potential.
- Certified National Center for Construction Education and Research Master Trainer and Project Super**VISION**® instructor.
- Full charge budget, management, development, delivery and assessment of training programs for commercial/industrial construction industry for 2500+ association member companies. Members represent all aspects of construction, i.e., Horizontal – heavy-highway, bridge, road, utility, civil; Vertical – building and all aspects of specialty construction and trades.
- Worked in partnership with NC DOT, SC DOT, municipalities, community colleges, tech schools and associations to develop and deliver training programs.
- Cooperatively developed and delivered numerous Contractor Business Academies – focused on imparting construction business skills for minority contractors.
- From customized assessments and in alignment with contractors' strategic plans, developed, sourced, directed and delivered training programs for the industry.
- Performed all fiscal, operational, management and developmental duties associated with the Foundations' work for commercial and industrial contractors in NC & SC. Assessed organizational training in area business and industry, specializing in construction.

Select Employment Experience

Owner- CEO - Keystone Environmental, Health and Safety Services, Inc.

A full service Consulting, Recruiting, and Training Company for Commercial and Industrial Contractors. We work with contractors to stay safe and within regulations, save time, cut costs and gain more work.

Forsyth Technical Community College

Project Coordinator for Customized Training

Owner- Construction Solutions Team, Inc.

A Training, Education & Development Company offering assessment, consulting, safety training and resources, course design & delivery for the Commercial and Industrial Construction Industry.

Carolinas Associated General Contractors

Director, Project Super**VISION**®, Management, Safety and Contractor Business Academy Programs

Horry Georgetown Tech

Program Manager/Construction Program

North Carolina Department of Labor, Apprenticeship Bureau

Apprenticeship Consultant, Construction Specialist

Construction Education Foundation of the Carolinas

Executive Vice President

Hardhat Workforce Solutions

District Manager

Carolinas Associated General Contractors

Training Consultant Trade and Craft Specialist

Forsyth Technical Community College

Director, Industrial Services; Customized Training

Formal Education

Master of Science, Vocational Industrial Education

A & T State University, Greensboro, North Carolina

Bachelor of Technology, Adult Education

Appalachian State University, Boone, North Carolina

Associate Applied Science, Machinist Technology
Surry Community College Dobson, North Carolina

DACUM Certification **The Ohio State University**
National Center for Construction, Education and Research **Gainesville, Florida**
DDI, Zenger Miller and various other qualifications/certifications for programmed delivery

JESSICA GREGORY

SUMMARY

Experienced non-profit museum manager. Combines deep customer service knowledge with operations experience and implementation of activities in all departments. Possess strong decision-making and management skills, can effectively serve customers, is creative, forward thinking, and able to work in a fast-paced environment with strict deadlines.

SKILLS & EXPERTISE

Microsoft Office Suite • Customer Service • Computer Skills • Management Skills • Leadership Time • Management • Problem-Solving • Teamwork • Organization • Creativity • Collaboration Skills • Attention to Detail • Decision Making

EXPERIENCE

EdVenture Myrtle Beach | Myrtle Beach, SC

Museum Manager

2017 – 2020

- Manages the entire Myrtle Beach location, including recruiting, hiring, training and evaluating all staff members. Ensures that museum visitors receive the highest quality museum experiences and customer service.
- Collaborates with other managers with the development of program materials for existing and new exhibits.
- Manages the creation, execution, evaluation and expansion of all public programs for general museum visitors, including but not limited to, those programs that take place in exhibits and special events.
- Manages the creation, execution, evaluation and expansion of museum special events and programs including Countdown to New Year's Eve, Family Night, etc.\
- Ensures that all program educators and the Guest Services Manager work together to deliver high quality programs that meet the museum's mission and education goals, as well as South Carolina curriculum standards.
- Works with the other team members to continually seek ways to expand program offerings, while meeting both mission and budget goals.
- Works closely with Marketing & Development to successfully communicate all museum programs to the appropriate audiences.
- Ensures that all Museum Experience budget goals are met.
- Maintains a thorough knowledge of educational and museum experience trends and industry initiatives in order to evaluate programs to determine new opportunities. Builds relationships with museum visitors, community members and staff to promote and strengthen current museum offerings and identify additional community needs.
- Assists other managers in the procurement, coordination and organization consumables and educational materials needed for all museum programs.

Children's Museum of SC (Now EdVenture MB) | Myrtle Beach, SC

Museum Manager

2016 – 2017

- Manages all aspects of the Museum's operations, including assisting with the development and maintenance of appropriate policies and procedures; providing creative and innovative leadership for growth of the museum's exhibits, programs and educational and community development activities; evaluating on-site and outreach programs; and assisting with the design and implementation of new programs
- Manages the museum's operating budget, including assisting with budget development, submitting for board approval and managing resources to operate within the budget guidelines.
- Ensures CMSC and its mission, programs, products, and services are consistently presented in strong and appropriate images to relevant stakeholders by ensuring that the Museum is recognized locally and regionally through well-conceived branding/marketing strategies and creating community visibility by serving as the chief spokesperson for CMSC at community organizations, state and local government functions and community activities and social events.
- Establishes a Museum environment that ensures a quality experience for every visitor and program participant and develops quality service measures and implements them throughout the Museum.
- Provides staff leadership by ensuring an organizational culture characterized by a commitment to quality, collaboration, transparency & mutual respect; establishing effective and consistent human resources processes, assessing professional development needs and providing ongoing and constructive feedback to museum staff.
- Provides leadership to staff and ensures the development of organizational culture that is characterized by a commitment to quality, collaboration, transparency, and mutual respect.

Children's Museum of SC (Now EdVenture MB) | Myrtle Beach, SC

Guest Services Associate

2010 – 2016

- Providing the highest standards of customer service.
- Representing the museum in a professional manner when responding to questions and concerns of visitors, staff and volunteers. Reports any exhibit or floor related situations such as occupancy standards, safety concerns and visitor satisfaction with exhibits and programs.
- Assisting with the check-in of all guests and groups.
- Providing exceptional service in daily, face-to-face contact with museum guests. Present a friendly and approachable disposition at all times to visitors, staff, and volunteers; monitors for guests who may need assistance and greets guests as they enter and exit the museum.
- Primary lead for training all other staff in all job duties pertaining to the operation of a well-organized, guest-friendly center.
- Support for all activities relating to maintaining and growing museum membership. Training the front desk staff, process new memberships; and retain existing memberships.
- Maintain membership records, assist with membership marketing, and communicate with the members regarding questions and concerns.
- Completing data entry for membership, admissions, education and projects as assigned accurately and quickly following established data entry and privacy standards.

EDUCATION

Horry Georgetown Technical College Myrtle Beach, SC Associate in Health Science	2012
Horry Georgetown Technical College Myrtle Beach, SC Business Management and Marketing	2021