



**Amphitheater Box Office Manager
Position Description**

I. TITLE: Amphitheater Box Office Manager
FLSA: Exempt

II. ORGANIZATION AND POSITION SUMMARY:

Waterloo Greenway is a 1.5-mile urban park system supported by a public-private partnership between the City of Austin and Waterloo Greenway Conservancy. Once complete, the 35 acres of connected green space will be home to a wild array of natural and cultural destinations. The park system is being planned, designed, and built in three phases of geographic milestones. Meeting each phase by our completion goals is ambitious and requires support from the entire community. Phase 1 opens in the spring of 2021 and includes Waterloo Park and the Moody Amphitheater. Amid epic gardens and rolling pathways, and a twinkling Waller Creek that links them, the environment, arts, health, and adventure will converge and nourish authentic and uplifting experiences that reflect our city's diversity.

Live Nation Entertainment is the world's leading live entertainment company, comprised of global market leaders: Ticketmaster, Live Nation Concerts, and Live Nation Media & Sponsorship. Ticketmaster is the global leader in event ticketing with over 500 million tickets sold annually and more than 12,000 clients worldwide. Live Nation Concerts is the largest provider of live entertainment in the world promoting more than 30,000 shows and 95+ festivals annually for nearly 4,000 artists in over 40 countries. These businesses allow Live Nation Media & Sponsorship to create strategic music marketing programs that connect over 900 brands with the 86 million fans that attend Live Nation Entertainment events each year.

Waterloo Greenway and Live Nation are seeking a Box Office Manager to manage the day to day box office operations and ticketing operations for the Moody Amphitheater at Waterloo Park, ensuring the venue and all related matters operate at the highest standards of Waterloo Greenway and within the scope of Live Nation standards, policies and procedures.

The ideal candidate will have proven experience in ticketing software, staff supervision, and customer service. The Box Office Manager will be an employee of the Waterloo Greenway Conservancy, reporting to the Moody Amphitheater General Manager and



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will work in collaboration with Live Nation and its contractors who operate within the venue.

III. ESSENTIAL FUNCTIONS:

- Supervise and manage box office staff
- Build and maintain all events for venue
- Oversee box office operations during performances (including preparation of box reports, ATM and Box Office Statements and participate in Event Settlements)
- Ensure ADA Compliant Ticketing Practices
- Communicate regularly with promoters, Ticketmaster staff, Live Nation Ticketing staff, Waterloo Greenway staff, vendors, customers and affiliated parties
- Maintain box office physical operation and staff morale
- Assist Clients, Ticketmaster Rep and Live Nation Rep with event programming, ticket holds, ticket accounts and other ticket details
- Communicate regularly and assist internal departments and external event personnel with any ticketing needs and concerns
- Attend all relevant meetings, functions and discussions
- Act as box office representative and venue/artist liaison at events
- Assist with monitoring of ticket sales and maintenance of ticketing system
- Track and reconcile ticket stock inventory
- Resolve escalated customer service issues as necessary
- Maintain accurate box office accounting records and archives, compliance
- Monitor supplies and equipment including managing ticketing repair issues
- Assist with daily reconciliation, preparation of deposits, and monitoring of cash flow
- Work with promotions and production departments, talent buyers, labels, artist management and/or touring office to set-up events, place holds, process orders, and release tickets in a timely fashion
- Maintain knowledge of current ticketing trends in entertainment industry
- Review and dynamically price events to maximize revenue
- Create and manage ancillary product upsells that are available at the venue
- Utilize Ticketmaster's Salesdeck application at the venue to increase revenue
- Embrace new ticketing technology provided by Ticketmaster, such as: Presence, EventBase.
- Oversee box office operations associated with rental events, special events, and community programming in the venue, in collaboration with Waterloo Greenway staff
- Work closely with Amphitheater General Manager in managing relationship with the city as well as interaction with the community as needed





- Other duties as assigned

IV. PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The work environment consists of an office, along with the facility building structures and grounds. The amphitheater facility work week can be a seven-day week with Saturdays, Sundays, and holidays given off, as the work and concert schedule permits.

V. QUALIFICATIONS - EDUCATION AND EXPERIENCE:

- 2-3 years' experience as a box office manager or representative, including management level work experience
- Knowledge of ticketing software, specifically Ticketmaster Host & Archtics software, including TM One & Account Manager
- Ability to work day, evening and weekend hours based on the needs of business operations
- Bachelor's degree from an accredited university or comparable work experience
- Working knowledge of Microsoft Office applications
- Previous experience managing season ticketing business and add on products such as VIP Parking and Club access
- Excellent interpersonal, oral and written communication skills
- Strong knowledge of Box Office or similar operations, customer service computer operations, accounting/cash management procedures
- Ability to provide leadership, engage in positive interaction with staff and guests, prioritize, organize, problem solve, delegate, communicate and diffuse situations
- Must be able to work under pressure to meet strict deadlines

VI. COMPENSATION:

Competitive compensation, dependent on experience. Medical, vision, dental and life insurance benefits. Generous PTO, vacation, and sick-leave policy. IRA with organizational match.

VII. TO APPLY:

Qualified applicants are invited to submit a resume, cover letter, and contact information for at least three professional reference via email to jobs@waterloogreenway.org.





Applicants for employment in the U.S. must possess work authorization which does not require sponsorship by the employer for a visa.

EQUAL EMPLOYMENT OPPORTUNITY

Waterloo Greenway and Live Nation Entertainment strongly support equal employment opportunity for all applicants regardless of race, color, religion, sex, gender identity, pregnancy, national origin, ancestry, citizenship, age, marital status, physical disability, mental disability, medical condition, sexual orientation, genetic information, or any other characteristic protected by state or federal law.

HIRING PRACTICES

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.

