



Operations Manager Position Description
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I. TITLE: Operations 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 (WGC). 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.

WGC and Live Nation are seeking a motivated and experienced individual to take on the Operations Manager role at the Waterloo Park Moody Amphitheater in Austin, TX. This position exercises overall responsibility for facility operations ensuring the venue and all related matters operate at the highest standards and within the scope of WGC and Live Nation policies and procedures.

The ideal candidate will have proven experience in venue operations management. The Operations Manager will be an employee of the Waterloo Greenway Conservancy,



waterloo greenway

reporting to the Moody Amphitheater General Manager and will work in collaboration with Live Nation and its contractors who operate within the venue.

III. ESSENTIAL FUNCTIONS:

- Responsible for managing all aspects of facility operations and maintenance, including but not limited to, front of house operations, preventive maintenance, third party contracting, limited governmental relationships, staffing, and ongoing venue production set-up and tear-down
- Must ensure that all outstanding tasks are handled either personally or through delegation to other staff members when appropriate
- Recruits, hires, trains and supervises part-time staff/supervisors of multiple departments including but not limited to: Security, Maintenance, Cleaning and Usher/Ticket Taker
- Develops and oversees overhead expense budgets for repairs and maintenance and venue supply expenses
- Works with General Manager, to assist in the preparation of annual operations budget
- Maintains and monitors records of all incident reports and investigates/manages all pending cases, including interviewing staff or other witnesses and attending arbitration hearings when necessary
- Ensure optimum operating condition of all facility equipment, such as traffic control and crowd control devices
- Investigates and resolves guest related complaints
- Implementation and execution of all Waterloo Greenway and Live Nation policies, procedures and programs and ensuring that company standards are maintained
- Creates and implements effective recruiting programs for seasonal event staff
- Manages event staff new hire onboarding and training for in-sourced positions as well as ensuring proper onboarding
- Manages any and all training programs and ongoing development of event staff
- Commit to providing a safe and enjoyable facility for guests and employees
- Development and maintenance of municipality relationships including police, fire, rescue, traffic and other departments
- Coordinate and manage approved subcontractors and third-party vendors to ensure safe, efficient and successful events
- Effectively manages and approves all payroll for in-house departments
- Responsible for all required governmental reports and files





- This position oversees and ensures the execution of all operating department compliance policies and procedures
- Oversee operations associated with rental events, special events, and community programming in the venue, in collaboration with WGC 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:

- 3-5 years' experience as House/Operations Manager or a comparable role
- Candidate is a proven leader with strong management and communications skills
- Extensive knowledge of venue operations and facility management is required
- Experience dealing with police and public officials
- Along with venue General Manager represent the company and facility in all political and community matters and acts as a liaison with local municipalities
- Must have demonstrated experience managing multiple departments with a large number of staff- ideally experience managing Security, Ticket Takers and Ushers
- Computers skills- Microsoft Word, Excel, Outlook, PowerPoint and other programs
- Excellent oral and written communication skills are essential
- Experience using Workday or time keeping systems is a plus

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.

