



Operations Coordinator Position Description
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I. TITLE: Operations Coordinator
FLSA: Full-Time, Salary, 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 opened in August 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 Coordinator role at the Waterloo Park Moody Amphitheater in Austin, TX. This position exercises overall responsibility for hands-on event operations, set up/tear down ensuring the venue and all related events 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 event and venue operations as well as effectively leading operations crews.



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The Operations Coordinator will be an employee of the Waterloo Greenway Conservancy, reporting to the Moody Amphitheater Operations Manager and will work in collaboration with Live Nation and its contractors who operate within the venue. The Operations Coordinator will work on a full-time basis during concert season as well as the concert off-season.

III. ESSENTIAL FUNCTIONS:

- Responsible for managing all aspects of concert and event operations, including but not limited to, hands-on front of house and back of house set up/teardown, storing of assets, preventive maintenance, and ongoing venue production needs
- Effectively manages event operations crew members to accomplish tasks quickly and efficiently
- Must ensure that all outstanding tasks are handled either personally or through delegation to crew members when appropriate
- Works with Operations Manager to assist in daily venue improvement projects and future capital projects
- Ensure optimum operating condition of all facility equipment, such as, crowd control devices, chairs, chair carts, signage, pop-up tents, heavy machinery, and stage equipment
- Implementation and execution of all Waterloo Greenway and Live Nation policies, procedures and programs and ensuring that company standards are maintained
- Commit to providing a safe and enjoyable facility for guests and employees
- Assist with coordination and management of approved subcontractors and third-party vendors to ensure safe, efficient, and successful events
- Assist with operations needs associated with venue rentals, special events, and community programming in the venue, in collaboration with WGC staff
- Other duties as assigned

IV. PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The work environment consists of a workspace, 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. Must be able to lift 50lbs.

V. QUALIFICATIONS - EDUCATION AND EXPERIENCE:





- One year of experience as an Operations Coordinator, or a comparable role, preferred.
- Extensive knowledge of venue set up and event operations is required
- Candidate is a proven leader with strong management and communications skills
- Able to lead operations crews of up to 12 crew members
- Excellent oral and written communication skills are essential
- Forklift and heavy equipment experience a plus
- Entertainment industry experience a plus

VI. COMPENSATION:

\$50,000 annual salary. 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.

