



<p style="text-align: center;"><b>Rental Program Manager Position Description</b></p>
---

**I. TITLE: Rental Program Manager**  
**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 (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 opened in August 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.

The Rental Program Manager position is critical to managing the sales, planning and execution of facility rental and external event activities for WGC's managed venues including Symphony Square, Waterloo Park, and the Moody Amphitheater at Waterloo Park. The Rental Program Manager, acts as a liaison, and primary point of contact for all external events. The Rental Program Manager will develop and maintain client and vendor relationships to ensure excellent customer service, proper planning, and execution of the facility special events.

The Rental Program Manager position will be an employee of the WGC, reporting to the Director of Programming and work in collaboration with the Director of Park Operations and Moody Amphitheater General Manager and its contractors who operate within the park-ground and facilities.



# waterloo greenway

## III. ESSENTIAL FUNCTIONS:

- Written and verbal communication with clients and internal department planners, coordination with internal and external contracted vendors including catering, production, entertainment, security, parking, and City of Austin.
- Handling all aspects of the private event booking process from inquiries and tours through contract and coordination on event days, including event set-up, communication with staff, organizing vendors, and managing load-out.
- Proactively anticipate and troubleshoot any emerging issues during planning process and on event day.
- Actively generate sales opportunities for new events.
- Provide feedback and periodic reports to stakeholders.
- Fine tuning as needed the private event sales deck, marketing materials, and venue contract terms & conditions.
- Appraisal of rental pricing structure including service charges and fees to maximize sales and revenue.
- Sales negotiations with clients to maximize event booking potential.
- Responding to all emails in a timely fashion.
- Client site visits and event production meetings, as needed.
- Submission of monthly report that tracks marketing activities, inquires, site visits, bookings, and contracted sales.
- Implementation and execution of all WGC policies and procedures and ensuring that company standards are maintained.
- Ensure compliance with all health and safety obligations for events.
- Must be able to work within a strong team environment, following directions and completing assigned tasks.
- Other duties as assigned

## IV. PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- This position has a flexible schedule that will change based upon the external event calendar; required weekends, evenings and holidays.
- Willingness and ability to perform physical labor by lifting objects weighing at least 50 pounds consistently, squatting, bending, etc. are required. Frequently required to: stand, walk, use hands to handle, reach with hands and arms, stoop, kneel or crouch.
- Must be able to endure seasonal temperatures as working conditions requires outdoor work.





- The noise level in the work environment is usually moderate but can be loud during events.
- Ability to interact with the public, vendors, and clients in a polite, friendly and informative manner.
- Be proficient in computer use, written and verbal communication and be able to communicate with immediate supervisor and other staff effectively in line with WGC policies and procedures.

## **V. QUALIFICATIONS - EDUCATION AND EXPERIENCE:**

- Minimum qualifications
  - Bachelor's degree from accredited four-year college or university or equivalent combination of education, training, and experience
  - 2-3+ years of experience in event planning and/or venue management
- Preferred qualifications
  - Experience in a non-profit organization and with public-private partnerships
  - Experience in DEI initiatives
  - Bilingual (Spanish / English)
  - Candidates with knowledge or experience in event operations and facility maintenance are preferred.
  - Detail-oriented, exceptional attention to detail, and ability to juggle multiple tasks
  - Appreciation for aesthetics and design.
  - Appreciation for, and pursuit of the high level of excellence required for all aspects of successfully operating WGC's properties.

## **VI. COMPENSATION:**

Competitive compensation between \$50,000 - \$60,000. Full health, vision, and dental 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](mailto: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 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.

