



Operations Coordinator Position Description
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I. TITLE: Operations Coordinator
FLSA: Non-Exempt, Full-Time/Seasonal

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 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.

The Operations Coordinator 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 policies and procedures. This position is critical to developing and maintaining excellent operational standards for Waterloo Greenway and Moody Amphitheater and maintaining the facilities and park-grounds at the highest level of quality and safety possible. This position supports ongoing venue and event production.

The Operations Coordinator will be an employee of the WGC, reporting to the Moody Amphitheater Operations Manager. This position will also work collaboration with Live Nation and its contractors who operate within the venue.

III. ESSENTIAL FUNCTIONS:

- Responsible for coordinating all aspects of concert 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.



waterloo greenway

- Responsible for supporting all aspects of WGC programming and venue licensed 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.
- Work directly with event and facility managers to accomplish event builds in a timely manner.
- 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.
- 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.
- Assist with coordination and management of approved subcontractors and third-party vendors to ensure safe, efficient, and successful events.
- Implementation and execution of all Waterloo Greenway policies, procedures and programs and ensuring that company standards are maintained.
- Commit to providing a safe and enjoyable facility for guests and employees.
- Coordinate with approved subcontractors and third-party vendors to ensure safe, efficient and successful events.
- Complete work orders as assigned; track time, resources and materials used
- Safely operate tools and equipment in compliance with all federal OSHA, state, and local safety requirements, including, but not limited to: trucks, off road vehicles (standard and automatic transmissions), specialized equipment (sweeper/scrubber, boom lift, scissor lift, wheel loader, skid steer loader, etc.), small power equipment (generators, compactors, mixers, drills, saws, torches, pumps, vacuums etc.), hand tools (wrenches, hammers, floats, etc.), hydraulic and pneumatic systems, controls and tools and use proper personal protective equipment (PPE).
- Must be able to work within a strong team environment, following directions and completing assigned tasks.
- Other duties and special projects as assigned.

IV. PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- The work environment consists of a workspace, along with the facility building structures and grounds.
- This position has a flexible schedule that will change based upon event calendar; required weekends, evenings and holidays.





- This job does require outdoor work and this person be able to endure seasonable weather conditions and temperatures.
- 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 finger, handle, or feel; reach with hands and arms; and stoop, kneel or crouch.
- 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:

- Must be 18 years of age or older
- High School Diploma or GED and relevant work experience required.
- Certificates and/or degrees from an accredited technical training institution are appreciated.
- 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 Waterloo Greenway's properties.
- Experience operating forklifts, boom lifts, scissor lifts and other heavy machinery is appreciated

VI. COMPENSATION:

Competitive compensation with starting salary of \$20-\$24 an hour. 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.

