



Volunteer Coordinator Position Description

TITLE: Volunteer Coordinator

FLSA: Part-time, Hourly / Non-Exempt

I. 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 phases of geographic milestones. Phase 1 opened in August of 2021 and includes Waterloo Park and the Moody Amphitheater. Phase 2.1, from Lady Bird Lake to 4th St, opened in June of 2026. Sir Swante Palm Park (Phase 2.2) and Phase 3 are currently in design. 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 motivated and experienced individuals to join the Venue Team at Waterloo Park's Moody Amphitheater in Austin, TX. The Volunteer Coordinator position will be part of the venue team executing C3/Live Nation concerts, Waterloo Greenway co-productions, and Waterloo Greenway community events. The Volunteer Coordinator will also ensure the venue and all related volunteer processes and procedures operate at the highest standards and within the scope of WGC/Live Nation policies and procedures.





The ideal candidate will have proven experience in volunteer management as well as working well alongside additional operations and guest services team members.

The Volunteer Coordinator will be an employee of Waterloo Greenway Conservancy, reporting to the Moody Amphitheater Operations Manager and will work in collaboration with several vendors and contractors who operate within the venue. The Volunteer Coordinator will work on a part-time, seasonal basis during the concert season, potentially spanning from February - November.

II. ESSENTIAL FUNCTIONS:

- Lead volunteer recruitment, sign ups, scheduling, check-in, event-day needs, deployment planning and placement, feedback and follow up, process improvement, and email correspondences with volunteers
- Periodically manages volunteer crews of 20+ people
- Venue event days will consist of concerts, venue rentals, and public events. With additional needs for pre and post event days corresponding with volunteers and planning additional volunteer events.
- 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 volunteer needs associated with venue rental, special events, and community programming in the venue, in collaboration with WGC staff
- Other duties as assigned

III. PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The work environment consists of the facility building structures and grounds. The amphitheater facility work schedule will vary as the concert and events schedule permits.

IV. QUALIFICATIONS - EDUCATION AND EXPERIENCE:

- 2-3 years of experience as Volunteer Coordinator, or a comparable role, preferred
- Candidate is a proven leader with strong management and communications skills
- Knowledge of volunteer management is a plus





- Able to work alongside volunteer crews of up to 20 people
- Excellent oral and written communication skills are essential
- Entertainment industry experience a plus

I. ADDITIONAL QUALIFICATIONS & CORE COMPETENCIES:

- Decision Quality
- Resourcefulness
- Ensures Accountability
- Collaborates
- Communicates Effectively
- Instills Trust
- Nimble Learning

V. COMPENSATION:

\$20.00/per hour

VI. TO APPLY:

Qualified applicants are invited to submit a [resume, cover letter, and contact information for at least three professional references](#) via email to careers@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.

