



## Job Description — Security Manager

I. **TITLE:** Security Manager

**FLSA:** Full-Time, Salaried, 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 2 opened in August 2021 and includes Waterloo Park and the Moody Amphitheater. Phase II, from the lake up to 4th Street, is under construction and will open in spring 2026. 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 Security Manager is responsible for the leadership, planning, and execution of all security, access-control, and guest services operations at Moody Amphitheater and Waterloo Greenway. This role ensures the safety of patrons, staff, artists, and property while maintaining guest experience, efficient event flow, and regulatory compliance.

### ESSENTIAL FUNCTIONS:

- Lead day-to-day security operations for the Moody Amphitheater, Waterloo Park, and the Confluence, including event staffing, perimeter security, patron screening, bag checks, and crowd management.
- Serve as on-site Security Manager for all Waterloo Greenway concerts and large events. When necessary, serve as a Venue lead point of contact during events.
- Train, schedule, and supervise external security staff, ushers, and designated contracted vendors; manage performance, scheduling, disciplinary actions, write-ups with the support of the VP of Park Ops, VP of Venue, and/or HR.



# waterloo greenway

- Implement Guest Services best practices in addition to leading guest services staff for Waterloo Greenway events.
- Assist Waterloo Greenway Volunteer Coordinator to streamline volunteer shifts and volunteer events
- Plan and execute security staffing models and deployment plans for concerts, festivals, private events, community events, rehearsals, and load-in/load-out operations.
- Serve as on duty incident commander for on-site emergencies and coordinate response with local law enforcement, EMS, fire department, and internal leadership.
- Create and maintain emergency action plans, evacuation procedures, and incident response processes; lead training and live drills as needed under the direction of Venue Senior Management.
- Develop, maintain, and enforce a comprehensive Building Key Management Program: master key hierarchy, key issuance policies, sign-out logs, secure storage, key return/termination procedures, periodic audits, and emergency key access protocols.
- Manage access control systems and coordinate with facilities/IT for integrations and troubleshooting.
- Maintain detailed incident reports, after-action reviews, and metrics (security incidents, response times, lost property, access-control exceptions).
- Implement loss-prevention and asset-protection strategies for backstage areas, internal staff offices, and technical infrastructure.
- Oversee key physical-security assets: CCTV, intrusion detection, lighting, fencing, and locks. Ensure regular maintenance and reporting.
- Ensure the Moody Amphitheater maintains compliance with applicable laws, standard venue /event policies, insurance requirements, and promoter/artist contract security stipulations.
- Maintain relationships and collaborate with Austin police, public safety partners, neighboring businesses, and venue stakeholders.
- Manage vendor relationships for security services and hardware procurement; negotiate contracts and ensure SLAs are met.
- Maintain confidentiality and professional conduct at all times.





### **III. PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

- This position has a schedule that will change based upon the concert and event calendar; required weekends, evenings, and holidays. Must be able to stand/walk for long periods at a time.
- 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.
- 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.
- Ability to respond quickly and be on-site during incidents.

### **IV. EDUCATION AND EXPERIENCE:**

- 7-10+ years of progressive security management experience, preferably in large public venues (amphitheaters, arenas, festivals, stadiums) or corporate campus security with similar scale. Including experience managing several direct reports.
- Formal training in crowd management, emergency medical response, guest services initiatives, or security technology platforms.
- Familiarity with ADA and venue accessibility requirements.
- Demonstrated, hands-on experience designing and running a Building Key / Master-Key Management Program (policy writing, key control, audits).
- Experience managing shift-based staff (scheduling, performance management) and third-party security contractors.
- Strong incident command experience and proven ability to coordinate with public safety agencies.





- Familiarity with access control systems, CCTV, intrusion alarms, and physical locking hardware.
- Excellent written and verbal communication — experience producing reports, post-incident analyses, and operational plans.
- Ability to work nights, weekends, holidays, and long event shifts when necessary.
- Valid Driver's Texas License and ability to pass background checks/drug screening.

## **V. PREFERRED QUALIFICATIONS**

- Professional certifications such as CPP (ASIS Certified Protection Professional), PSP (ASIS Physical Security Professional), or equivalent.
- Prior experience in Austin or with municipal permitting/safety requirements a plus.
- Experience with key control software or integration with facilities management platforms.

## **VI. COMPENSATION:**

- Competitive salary (commensurate with experience)
- Excellent benefits package, full health, vision, and dental benefits. Generous PTO, vacation, and sick-leave policy. IRA retirement plan with organizational match.

## **VII. TO APPLY:**

Qualified applicants are invited to submit a resume, cover letter, and contact information for at least three professional references 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 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.

