

Marketplace Labor Coordinator

Reports To: Director of Marketplace

Location: Remote

About LASSO

LASSO is the all-in-one platform where event companies work. We provide project management, inventory management, and workforce management software that helps event companies grow revenue, streamline operations, control costs, minimize risk, gain real-time insights, attract talent, and produce events.

Our mission is to inspire change for forward-thinking companies in the event and entertainment industry by bringing transformative solutions to the people who make exceptional performances happen.

Our customers produce events like the Super Bowl, The Oscars, The Grammys, NFL/MLB, Dreamforce, and the CMAs.

LASSO is proud to have been named a Best & Brightest Company to Work For for five straight years (2018–2023) and one of Inc. 5000's fastest-growing companies in 2022 and 2023 (#1155 overall and #146 in technology).

About the Role

Looking for a new opportunity in the event industry—one where you're part of an innovative team focused on simplifying crew management and communication? We're searching for a Marketplace Labor Coordinator to join our Marketplace team.

This role sits at the center of the LASSO Marketplace experience. You're the connective tissue between our customers, our technicians, and the events that bring them together—staffing rosters, vetting talent, and keeping communication sharp from pre-event planning through the final wrap.

You'll thrive here if you've got at least three years of experience crewing in the event production industry, a genuine passion for supporting the techs and crews who make events happen, and a knack for matching the best qualified crew to every production. You're highly motivated, organized, and comfortable juggling a dozen things at once without losing your cool. If that sounds like you, read on.

What You Will Do

Crew Staffing & Client Support

- Serve as the day-to-day champion for Marketplace technicians, making sure they have the information they need, get paid accurately and on time, and have opportunities to work
- Act as the client liaison for fulfilling labor requests and building lasting relationships
- Staff rosters with the most qualified crew members based on each customer's needs

Communication & Documentation

- Prepare and deliver pre-event, live-event, and post-event communications to customers and technicians
- Make sure every scheduled team has the proper paperwork and information for the job
- Collect, review, and approve expense reports for each event

Team & Culture

- Monitor and apply HR and crewing best practices
- Act as the liaison between LASSO and potential and current crew members
- Help attract and recruit the industry's best techs and crew
- Promote LASSO's reputation as the best place to work

What Success Looks Like

- Technicians feel supported, get paid accurately and on time, and are set up to succeed on every job
- Customers get the right crew every time, backed by clear communication before, during, and after the event
- Rosters are staffed with vetted, qualified talent that matches each production's needs
- LASSO's reputation as the best place to work keeps growing among crew and customers alike

You'll Thrive in This Role If You...

- Love turning a last-minute crew request into a fully staffed, confident team
- Have a sharp eye for detail and don't let anything slip through the cracks
- Stay composed and upbeat, even when the schedule gets demanding
- Build trust quickly with customers, crew, and teammates alike
- Communicate clearly and confidently—you're the face of Marketplace to our crew

Qualifications

- Three or more years of experience in the event industry, specifically Corporate AV
- A working understanding of technical positions in the event industry
- Strong organizational, planning, and problem-solving skills, with a sharp eye for detail
- Comfortable in a high-energy, fast-paced environment with a demanding schedule
- A high level of interpersonal skills for handling sensitive and confidential situations
- Ability to multitask under pressure while keeping your composure and a positive attitude
- Excellent written and verbal communication skills
- Strong work ethic, whether you're working solo or as part of a team
- Hands-on experience with crew scheduling or selection software
- Ability to thrive in a fast-paced, high-growth environment

We look for people who align with our core values: Believe the Best, Act with Purpose, Champion Success, Think Like an Owner, Be a Trailblazer, and Saddle Up.

Benefits

- Hybrid work environment
- Competitive salary
- Health, dental, vision, and STD/LTD coverage, starting day 1

- 401(k) match
- Educational assistance
- Professional development stipend
- Flexible PTO
- Technology tools to do your best work
- Awesome co-workers

Come join us—apply now!

Disclaimer: This job description isn't designed to cover or contain a comprehensive listing of all activities, duties, or responsibilities required of you. Duties, responsibilities, and activities may change, or new ones may be assigned, at any time.