

Denver Pop Culture Con

Position Description



Position Title: Room Logistics Captain

Position Type: Unpaid volunteer

Department/Team: Programming

Reports to: Programming Manager

Pre-Convention Time Commitment: 2-4 months (approximately April-July), average 5+ hours/week during active period

Convention Time Commitment: Entirety of Denver Pop Culture Con, all 3 days

Essential Duties and Responsibilities: The Programming Room Logistic Captain, working with the Assistant Director of Programming and Coordinators, is a highly trained and responsible volunteer that must oversee Panel Room(s) (in one of the Programming Tracks: Education, Authors, Denver Pop Culture Con Presents, Comics, Art Demo, Cosplay, Reel Heroes Filmmakers Series, or Sci-Fi, Gaming, & Tech) and Programming operation during the weekend of the convention.

The core duties and responsibilities include, but not necessarily limited to:

- Attend required pre-con orientations and trainings.
- Assist with setting up and monitoring Programming archive cameras, completing log sheets, and after-session reporting.
- Document any issues encountered during con and escalate issues up chain of command when needed.
- Assist with organizing the Cosplay Canyon Photo-Stage during con.
- Assist presenters with A/V needs, and resolving A/V issues with on-site A/V vendor.
- Provide exceptional customer service for presenters (e.g. greeting them, providing water, etc.).
- Keep assigned Panel Room/Cosplay Canyon clean and professional.
- Notify Programming Coordinator about full trash cans, adjusting room temperature, or if water station needs refilling.
- Maintain compliance with all convention policies and procedures
- Additional assigned duties as needed

Skills and Experience Requirements:

- Excellent verbal and written communication skills, including ability to effectively and promptly communicate with the DPCC Leadership Team and other volunteers.
- Ability to follow a chain of command. All major decisions will be moved up the chain of command to the Programming Coordinators, then to the Assistant Director of Programming, and then to Director of Programming.
- Excellent computer proficiency (MS Office - Word, Excel, PowerPoint, and Outlook)
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer experience and leadership
- Exceptional customer service skills
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices

Physical Requirements:

- Ability to safely and successfully perform the essential job functions consistent with the ADA and other federal, state, and local standards
- Access to computer and internet throughout the year
- Must be able to talk, listen and speak clearly on radio
- Must be able to navigate through crowds and the Colorado Convention Center
- Regularly lift and/or move up to 30 pounds and occasionally lift and/or move up to 50 pounds

Submissions Instructions: Email .PDF resume to the below email address. Please include "DPCC Room Logistics Captain Application" in the subject of the email

Deadline Date: 12/16/2018

Submissions Contact: Programming Team | programming@popcultureclassroom.org

Revision Date: 9/14/2018