

Denver Pop Culture Con

Position Description



Job title: Programming Coordinator

Position Type: Unpaid volunteer

Department/Team: Programming

Reports to: Assistant Director of Programming

Pre-Convention Time Commitment: up to 9 months, (Sep - Jan 0-5 hours/week, Feb - Jun 10-20 hours/week)

Convention Time Commitment: Work the entirety of Denver Pop Culture Con, including load-in/load-out days - Thursday May 30th through Sunday June 2nd Exact hours TBD.

Job Description (pre/during/post convention –con & convention):

A Programming Coordinator's essential duties are to assist Programming leadership in content creation prior to Con and to monitor Programming panel rooms and supervise Room Logistics Captains and volunteers during Con. In addition, coordinators must work to ensure quality of programming sessions, uphold the mission statement of Denver Pop Culture Con and Pop Culture Classroom, build strong professional relationships with creators, guests, and exhibitors, and inspire and motivate content participation by all parties.

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

Pre-Convention Responsibility:

- Attend pre-con planning sessions. Expect at minimum 2-4 meetings from January to March.
- Attend pre-con orientations, training and functions. Expect 4-6 training sessions from April to May.
- Respond to emails and complete programming projects provided by programming leadership - in a timely manner.
- Assist with content planning - may be assigned a specific content focus, such as Education, Authors, or Comics.
- Assist with program scheduling, application inquiries, panelists follow-ups, and schedule notification emails.
- May be asked to design/create specific content sessions, working with local organizations and/or community partners.

During Convention Responsibility:

- May be expected to assist onsite programming load-in (Thursday, May 30, 2019) and load-out (evening of Sunday, June 2, 2019) at the Colorado Convention Center.
- Monitor and observe programming panels - assuring quality content, resolving issues, alerting leadership when necessary.
- Maintain ownership of panel rooms, supervising and assisting Room Logistic Captains and volunteers with breaks and room operations.
- Manage the assigned panel rooms and assist Room Logistics Captains and volunteers in documenting, videoing, and tracking panel session metrics.
- Maintain professional relationships with all session participants.
- Report to the Assistant Director any content, session changes or schedule issues.

Post-Convention Responsibility:

- Provide full *after-con* report/debrief and suggestions for future changes/updates to DPCC content.

General Responsibilities:

- Maintain compliance with all convention policies and procedures.
- Provide exceptional customer service for presenters, guests, and attendees, ensuring that they have a great Con experience.
- Additional assigned duties as needed.

Skills and Experience Requirements:

- Excellent verbal and written communication skills, including ability to effectively and promptly communicate with department heads and General Volunteers, as well as with partners, partner representatives, and staff by phone or e-mail using supplied Pop Culture Classroom e-mail.
- Excellent computer proficiency (MS Office) (Mac OS experience a plus)
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service and leadership
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices
- Ability to read, analyze, and interpret general business periodicals, professional journals, or social media sites
- 1–3 years customer service experience
- 1–3 years with a large scale pop culture convention
- Knowledge of or previous work history in partnership acquisition and development is a plus

Physical Requirements:

- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity 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 Denver 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 Coordinator Application" in the subject of the email

Deadline Date: 1/31/2019

Submissions Contact: Programming Team | programming@popcultureclassroom.org

Revision Date: 8/14/2018