

Denver Pop Culture Con

Position Description



Position Title: Volunteer Services Timekeeper Captain	Position Type: Unpaid volunteer
Department/Team: Volunteer Services	Reports to: Volunteer Services Desk and Timekeeper Coordinator
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, including load-in/load-out days; 10-12 hours/day	
<p>Essential Duties and Responsibilities: Timekeeper captain will assist in keeping data regarding timecards updated and accurate, pull reports on shifts and volunteers, and work with the Volunteer Services Desk and Timekeeper Coordinator and time keeping crew to ensure data is being recorded properly</p> <ul style="list-style-type: none"> • Creates and runs reports to prepare for convention • Delegate tasks to crew such as data entry and runner duties • Ensure exceptions and notes from liaisons are being input correctly • Track shifts, hours, exceptions, and anomalies in Excel and report them to the Desk and Timekeeper Coordinator • Treat volunteers in a respectful & professional manner • Lead by example of diligent work, friendly manner and positive affect • Interact with attendees and volunteers in a fun, yet professional manner • Maintain compliance with all convention policies and procedures • Additional assigned duties as needed 	
<p>Skills and Experience Requirements:</p> <ul style="list-style-type: none"> • Must be proficient with Excel, data entry, pivot tables, pulling and creating reports • Comfortable working with online scheduling software • 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 - 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 • 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 	
<p>Physical Requirements:</p> <ul style="list-style-type: none"> • Sit, stand, walk, and type on a computer • 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 	
Submissions Instructions: email resume and cover letter	Deadline Date: 2/15/2019
Submissions Contact: Suzi Watts at s.watts@popcultureclassroom.org	Revision Date: 1/22/2019