

# Denver Pop Culture Con

## Position Description



<b>Position Title:</b> Volunteer Services Manager	<b>Position Type:</b> Unpaid volunteer
<b>Department/Team:</b> Volunteer Services	<b>Reports to:</b> Assistant Director of Volunteer Services
<b>Pre-Convention Time Commitment:</b> 12 months, average 5+ hours/week during active period	
<b>Convention Time Commitment:</b> Entirety of Denver Pop Culture Con, including load-in/load-out days; ~14 hours/day	
<p><b>Essential Duties and Responsibilities:</b> Volunteer Services Managers will assist with the oversight and leadership of the Volunteer Services team; including the Volunteer Services Desk team, Time Keeper team, Volunteer Recruitment team, Volunteer Liaison team, Floating Volunteer team. Will work together with each other and the Volunteer Services directors to ensure all team members have the necessary information and resources to perform their roles and are completing tasks accurately and on time.</p> <ul style="list-style-type: none"> <li>• Monitor personal PCC email throughout the year and maintain communication with Volunteer Services Leadership</li> <li>• Monitor Volunteer Services email throughout the year and answer general volunteering questions, file emails appropriately for Registration and Volunteer Services Director and Assistant Director</li> <li>• Attend all necessary Volunteer Services meetings and any other necessary meetings throughout the year</li> <li>• Attend training sessions for Volunteer Services as well as assist in creating content for Training team</li> <li>• Help with creation and maintenance of Volunteer Services documentation</li> <li>• Handle new volunteer registration and background checks</li> <li>• Ensure Volunteer Services Desk team has appropriate coverage scheduled; all necessary supplies; and reports for check-in. Assists with ordering volunteer shirts, pins, and other volunteer SWAG</li> <li>• Provide Time Keeper team with leadership and assist with accurate reporting on all volunteers</li> <li>• Collaborate with Volunteer Services directors and Recruitment team to increase volunteer sign-up</li> <li>• Collaborate with Liaisons on assigned team schedule coverage</li> <li>• Work with Floating Coordinator to schedule floating volunteers at key times.</li> <li>• Treat volunteers in a respectful &amp; professional manner</li> <li>• Lead by example of diligent work, friendly manner and positive affect</li> <li>• Interact with attendees and volunteers in a fun, yet professional manner</li> <li>• Maintain compliance with all convention policies and procedures</li> <li>• Additional assigned duties as needed</li> </ul>	
<p><b>Skills and Experience Requirements:</b></p> <ul style="list-style-type: none"> <li>• 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</li> <li>• Excellent computer proficiency (MS Office - Word, Excel, PowerPoint, and Outlook)</li> <li>• Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer experience and leadership</li> <li>• Customer service skills</li> <li>• Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices</li> </ul>	
<p><b>Physical Requirements:</b></p> <ul style="list-style-type: none"> <li>• Ability to safely and successfully perform the essential job functions consistent with the ADA and other federal, state, and local standards</li> <li>• Access to computer and internet throughout the year</li> <li>• Must be able to talk, listen and speak clearly on radio</li> <li>• Must be able to navigate through crowds and the Colorado Convention Center</li> <li>• Regularly lift and/or move up to 30 pounds and occasionally lift and/or move up to 50 pounds</li> <li>• Minimum age is 21 years</li> </ul>	
<p><b>Submissions Instructions:</b> Email resume and cover letter to the address below. Please include "Volunteer Services Manager Application" in the subject of the email</p>	<p><b>Deadline Date:</b> 1/31/2019</p>
<p><b>Submissions Contact:</b> Jessy Pace, Assistant Director of Volunteer Services j.pace@popcultureclassroom.org</p>	<p><b>Revision Date:</b> 10/31/2018</p>

