

Denver Pop Culture Con

Position Description



Position Title: Information Booth Coordinator

Position Type: Unpaid volunteer

Department/Team: Front of House

Reports to: Tammy Hassan & Topher Hernley

Pre-Convention Time Commitment: 6-9 months (approximately January-July), average 5+ hours/week during active period

Convention Time Commitment: Entirety of Denver Pop Culture Con, including load-in/load-out days; 12-14 hours/day

Essential Duties and Responsibilities:

- Coordinate and supervise volunteers at stationary info booths and roaming info booths (RIBs)
- Coordinate collection of Lost and Found
- Handle guest relations and customer issues that may arise during the convention
- Assist with lost/found child process and coordinate with authorities if necessary
- Coordinate with other departments any information that needs to be conveyed to convention attendees
- Ensure guests with disabilities are directed to the appropriate areas
- Coordinate with access control to help facilitate handing out of lanyards and programs
- Reports any issues to Front of House Manager in a timely manner
- 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

Skills and Experience Requirements:

- Previous convention experience required
- 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
- Basic 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

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 resume and cover letter

Deadline Date: 2/15/2019

Submissions Contact: Tammy Hassan, t.hassan@popcultureclassroom.org

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