

Denver Pop Culture Con

Position Description



Position Title: Registration Captain	Position Type: Unpaid volunteer
Department/Team: Front of House	Reports to: AJ Hassan
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: Supervise the general volunteers on the registration team during Denver Pop Culture Con</p> <ul style="list-style-type: none"> • Assist with supervision of badge scan, exchange and purchase • Maintain constant communication with the Registration Coordinator, general volunteers and other DPCC staff before, during, and after the convention hours of operation • Maintains a safe environment for attendees and DPCC volunteers • Attends meetings and training before, during and after Denver Pop Culture Con • 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"> • 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 	
<p>Physical Requirements:</p> <ul style="list-style-type: none"> • 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	Revision Date: 1/17/2019