Denver Pop Culture Con
Position Description

Job title: Programming Captain	**Position Type:** Unpaid volunteer

Department/Team: Programming

Reports to: Programming Coordinator

Pre-Convention Time Commitment: January – April, approximately 2hrs per week (including meetings) / May-Con, approximately 3-5hrs per week (including meetings)

Convention Time Commitment: Work the entirety of Denver Pop Culture Con, including load-in/load-out days – Thursday, July 2 through Sunday, July 5.

Job Description (pre/during/post-convention):

A Programming Captain's essential duties are to assist the Programming Coordinator(s) in the execution of Programming related sessions, programs, and events at Denver Pop Culture Con. This role involves a general awareness and execution of assigned Programming – including panels, events, and programs – and the support and guidance of general volunteers. Captains also ensure the quality of Programming and uphold the mission statement of Denver Pop Culture Con and Pop Culture, by supporting/working with other DPCC departments/teams.

General Responsibilities:

- Maintain compliance with all convention policies and procedures.
- Attend all pre/post-con meetings, planning sessions, debriefs, trainings, and orientations.
- Respond to emails in a timely manner.

Pre-Convention Responsibility:

- Familiarize yourself with Programming panels, events, and programs – including any planning materials provided prior to Con.
- Prepare to implement and monitor assigned panels, events, and programs during Con.

During Convention Responsibility:

- Assist in DPCC load-in (Thursday, July 2, 2020) and load-out (evening of Sunday, July 5, 2020) at the Colorado Convention Center.
- Assist Programming Coordinators(s) to execute panel sessions, events, and programs, including the following tasks:
  - Monitor the assigned panel rooms – including documenting, videoing, and tracking panel session metrics.
  - Answer panelist/attendee questions.
  - Work closley with A/V vendors.
  - Assist with assigned events, including queuing, check-in, and run of show.
- Follow the chain of command and report to the Programming Coordinator(s) any volunteer, panel content, and/or event issues.
- Maintain professional relationships with all teams, departments, session participants, and attendees.
- As directed, cover all areas/responsibilities of Programming, including those of a coordinator, room logistics captain, and general volunteer.
- As directed, work in other areas/departments of DPCC.

Post-Convention Responsibility:

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

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

Submissions Instructions: Email cover letter and .PDF resume to the below email address. Please include "**DPCC Captain Application**" in the subject of the email	**Deadline Date:** 1/31/2020
Submissions Contact: Programming Team | programming@popcultureclassroom.org	**Revision Date:** 8/1/2019