

Denver Pop Culture Con

Position Description



Job title: Programming Manager

Position Type: Unpaid volunteer

Department/Team: Programming

Reports to: Assistant Director of Programming

Pre-Convention Time Commitment: July-December, approximately 2hrs per week / January – April, approximately 10hrs per week (including meetings) / May-Con, approximately 20hrs per week (including meetings)

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

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

A Programming Manager's essential duties are to assist other managers, the Assistant Director, and the Director of Programming in the creation, execution, and supervision of assigned sessions, programs, and events both prior to and during DPCC. This role involves a general awareness of all Programming – including panels, events, and programs – and the support and supervision of assigned volunteer teams both prior to and during Con. Managers also ensure the quality of Programming and uphold the mission statement of DPCC and Pop Culture Classroom, by supporting/working with other DPCC departments/teams. Finally, managers assist the Programming Director and Assistant Director to build and maintain strong professional relationships with other DPCC departments and DPCC panelists, creators, guests, and exhibitors.

General Responsibilities:

- Assist Assistant Director and Director to create and design assigned sessions, events, and programs – including planning meetings, collaboration with other departments, and communicating with guests, panelists, and vendors.
- Maintain an awareness of and compliance with all convention policies and procedures.
- Act as a liaison Programming and other DPCC departments and teams.
- Participate in the general administration and supervision of assigned volunteers, including recruiting, interviewing, and selecting potential Programming Coordinators and Captains.
- Supervise, train, and support 4-15 *direct report* volunteers and general volunteers.
- Attend all pre/post-con meetings, debriefs, trainings, and orientations.
- Respond to emails and complete special projects provided by programming leadership – in a timely manner.

Pre-Convention Responsibility:

- Assist in the recruitment/planning/organizing/scheduling of panels, events, and programs – maybe assigned specific Programming tracks, events, programs, etc.
- Work with panelists, programming groups, exhibitors, creators, and guests to produce quality programming content.
- Organize and deliver programming trainings with assigned teams.

During Convention Responsibility:

- Assist in DPCC load-in (July 2, 2020) and load-out (Sunday, July 5, 2020) at the Colorado Convention Center.
- Supervise and execute panel sessions, events, and programs, including the following tasks:
 - Supervise assigned panel rooms/zones and assist Coordinators, Room Logistic Captains, and general volunteers with breaks and room operations.
 - Execute and monitor assigned programming panels and events – assuring quality content, resolving issues, and alerting leadership when necessary.
 - Coordinate with other departments to facilitate programming room load-in/out, panel sessions, event queuing/check-in, A/V needs, etc.
- Follow the chain of command with direct report volunteers and report to the Assistant Director any volunteer, panel content, and/or event issues.
- Maintain professional relationships with all volunteers, departments, guests, session participants, and attendees.
- As directed, cover all areas/responsibilities of Programming, including those of a coordinator, 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.
- Debrief assigned volunteers.
- Train/Support additional Programming volunteers.

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 Manager Application" in the subject of the email

Deadline Date: 9/30/2019

Submissions Contact: Programming Team | programming@popcultureclassroom.org

Revision Date: 8/1/2019