

Denver Pop Culture Con

Position Description



Position Title: Front of House Captain

Position Type: Unpaid volunteer

Department/Team: Front of House

Reports to: Front of House Coordinator

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

Essential Duties and Responsibilities: Engages a team of volunteers to provide access control, line management, provide information, and/or registration.

- Acts as direct point of contact for operations and supervises a team of volunteers assigned to FOH positions
- Oversees line operations, provides impromptu troubleshooting, line management and logistics decisions as needed
- Collaborates with contracted security staff to ensure the safety of all attendees
- Facilitates appropriate accommodations and access to guests with disabilities
- Reports major issues to Front of House Coordinator, manages minor issues that may arise in assigned area
- Provides support to volunteers and staff with an eye toward preventing exhaustion and dehydration
- Supervises volunteer and staff breaks within assigned area
- 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:

- 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
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer experience and leadership
- Excellent 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
- Ability to think critically and problem solve independently and in a timely manner

Physical Requirements:

- Ability to stand for extended periods of time (4+ hours at a time)
- Ability to safely and successfully perform the essential job functions consistent with the ADA and other federal, state, and local standards
- Access to email 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

Submissions Instructions: email resume and cover letter

Deadline Date: 3/15/2020

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