

Denver Pop Culture Con

Position Description



Position Title: Training Services Captain

Position Type: Unpaid volunteer

Department/Team: Training Services

Reports to: Training Services 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 day; 10-12 hours/day

Essential Duties and Responsibilities: Denver Pop Culture Con thrives as a direct result of the work of dedicated and competent volunteers. A person in this role would be helping to ensure that all volunteers have a smooth and complete training experience. This position requires comfort with data and people while allowing for creativity in enhancing training processes.

- General
 - Treat volunteers and attendees in a respectful and professional manner
 - Maintain compliance with all convention policies and procedures
 - Exemplify diligent work, friendliness, and approachability
 - Please note that this position requires flexibility and adaptability, so you may expect other duties as needed.
- Pre-Con
 - Support Training Services with facilitation and development of in-person and online trainings
 - Assist with reporting and administrative tasks within the established learning management system
- During Con
 - Directly support Training Services
 - Facilitate on-site training as needed for volunteers to successfully start their shifts
 - Perform quality check-ins for volunteers to track knowledge and experience
- Post-Con
 - Debrief with Training Services team

Skills and Experience Requirements:

- Previous experience volunteering with Denver Pop Culture Con
- Excellent verbal and written communication skills, including being able to effectively and promptly communicate with department heads, General Volunteers, and staff in person or via email
- Excellent computer proficiency, including the flexibility to learn new software programs like the established learning management system
- Ability to work under pressure and meet deadlines while maintaining a positive attitude
- Ability to provide exemplary customer service and leadership
- Willingness to work independently and ability to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices
- Willingness to be proactive and ask questions

Physical Requirements:

- Ability to safely and successfully perform the essential job functions consistent with the ADA and other federal, state, and local standards
- Reliable access to computer and internet throughout the year
- Ability to clearly speak and listen on radio
- Ability to navigate through crowds and the Colorado Convention Center

Submissions Instructions: Email resume and cover letter to DPCCTraining@popcultureclassroom.org

Deadline Date: 3/15/2020

Submissions Contact: Rhahlene Miller | DPCCTraining@popcultureclassroom.org

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