

# Denver Pop Culture Con

## Position Description



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| <b>Position Title:</b> Volunteer Liaison Captain  | <b>Position Type:</b> Unpaid volunteer                       |
| <b>Department/Team:</b> Volunteer Services/Liaisons   | <b>Reports to:</b> Volunteer Liaison/Timekeeping Coordinator |
| <b>Pre-Convention Time Commitment:</b> 2-4 months (approximately April-June), average 5+ hours/week during active period  |  |
| <b>Convention Time Commitment:</b> Entirety of Denver Pop Culture Con, including load-in/load-out days; 10-12 hours/day   |  |
| <p><b>Essential Duties and Responsibilities:</b> Volunteer Liaison Captains will assist with the General Volunteers in their assigned areas both before and during the convention. Communicate with the Timekeeping team regarding any timecard/shift variances.</p> <ul style="list-style-type: none"> <li>• Clock volunteers in and out, communicating with the Timekeeper Team, to achieve accurate reporting on General Volunteers.</li> <li>• Deliver volunteers to their assigned areas.</li> <li>• Communicate with other Volunteer Services teams to make the best use of General Volunteers.</li> <li>• Monitor posted schedules for team(s) as requested by Volunteer Liaison Coordinator.</li> <li>• Delegate, as needed, to Crew.</li> <li>• Monitor email throughout the year and maintain communication with Volunteer Services Leadership Team.</li> <li>• Attend all necessary meetings.</li> <li>• Attend one of the offered walkthroughs.</li> <li>• Treat volunteers in a respectful &amp; professional manner.</li> <li>• Lead by example of diligent work, friendly manner and positive affect.</li> <li>• Interact with attendees and volunteers in a fun, yet professional manner.</li> <li>• Maintain compliance with all convention policies and procedures.</li> <li>• Additional assigned duties as needed.</li> </ul> |  |
| <p><b>Skills and Experience Requirements:</b></p> <ul style="list-style-type: none"> <li>• 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</li> <li>• Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer experience and leadership</li> <li>• Customer service skills</li> <li>• Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices</li> </ul>   |  |
| <p><b>Physical Requirements:</b></p> <ul style="list-style-type: none"> <li>• Ability to safely and successfully perform the essential job functions consistent with the ADA and other federal, state, and local standards</li> <li>• Access to computer and internet throughout the year</li> <li>• Must be able to talk, listen and speak clearly on radio</li> <li>• Must be able to navigate through crowds and the Colorado Convention Center</li> <li>• Regularly lift and/or move up to 30 pounds and occasionally lift and/or move up to 50 pounds</li> </ul>   |  |
| <b>Submissions Instructions:</b> email resume and cover letter  | <b>Deadline Date:</b> 3/15/2020                              |
| <b>Submissions Contact:</b> Suzi Watts at s.watts@popcultureclassroom.org   | <b>Revision Date:</b> 2/11/2020                              |