

# Denver Pop Culture Con

## Position Description



<b>Position Title:</b> Volunteer Care Captain	<b>Position Type:</b> Unpaid volunteer
<b>Department/Team:</b> Volunteer Services	<b>Reports to:</b> Volunteer Care 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 Care Captains will assist the Volunteer Care team to safeguard the positive nature of the volunteer experience throughout the convention. Volunteer Care Captains are leaders within Volunteer Services who are responsible for maintaining a high-level of volunteer satisfaction across all areas of Denver Pop Culture Con.</p> <ul style="list-style-type: none"> <li>• Demonstrate a high-level of appreciation and enthusiasm for volunteers</li> <li>• Provide real-time updates around volunteer well-being to Volunteer Care Coordinator &amp; Volunteer Services Manager</li> <li>• Address or escalate volunteer concerns</li> <li>• Communicate instructions from leadership to Volunteer Care Crew and general volunteers as needed</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>• Outstanding communication skills, including ability to effectively communicate with department heads and General Volunteers</li> <li>• Excellent problem solving skills</li> <li>• Must be comfortable working in a collaborative team environment</li> <li>• Prior experience in a supervisory/management role is favorable</li> <li>• Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer experience</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