

# Denver Pop Culture Con

## Position Description



<b>Position Title:</b> Volunteer Care Crew	<b>Position Type:</b> Unpaid volunteer
<b>Department/Team:</b> Volunteer Services/Volunteer Care	<b>Reports to:</b> Volunteer Care Captain
<b>Pre-Convention Time Commitment:</b> 2 weeks prior to the convention; training and meetings	
<b>Convention Time Commitment:</b> Entirety of Denver Pop Culture Con; 8-10 hours/day	
<p><b>Essential Duties and Responsibilities:</b> Volunteer Care Crew will assist the Volunteer Care team to safeguard the positive nature of the volunteer experience throughout the convention. Volunteer Care Crew will nurture volunteers across all areas to help maintain 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 wellness checks for volunteers</li> <li>• Address or escalate volunteer questions and/or concerns</li> <li>• Communicate instructions from department heads to general volunteers as needed</li> <li>• Treat volunteers in a respectful &amp; professional manner</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>• 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>• Must be able to navigate through crowds and the Colorado Convention Center</li> </ul>	
<b>Submissions Instructions:</b> email resume and cover letter	<b>Deadline Date:</b> 3/31/2020
<b>Submissions Contact:</b> Suzi Watts at s.watts@popcultureclassroom.org	<b>Revision Date:</b> 2/11/2020