

# Denver Pop Culture Con

## Position Description



**Position Title:** Exhibitor Services Captain

**Position Type:** Unpaid volunteer

**Department/Team:** Operations

**Reports to:** Exhibitor Services Manager

**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. **This position requires a 3 - day time commitment.**

**Essential Duties and Responsibilities:** The Exhibitor Services Captain is the primary point of contact during the show for exhibitors on the show floor. The Exhibitor Services Captain will be responsible for providing customer service for exhibitors and assist exhibitors with questions. The Exhibitor Services Captain will also assist in walking the show floor and communicating information back to the Exhibitor Services Team and Manager. As needed, the Exhibitor Services Captain may help with projects assigned by the Exhibitor Services Manager.

- Attend all required trainings and meetings pre and post con.
- Act as a liaison for exhibitors during the con.
- Maintain a clean, organized, and professional Exhibitor Services Booth for exhibitors and volunteers.
- Help problem solve any issues exhibitors may encounter.
- Document any issues encountered with pre/during/post con and escalate issues up chain of command when needed.
- 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:

- Ability to provide clear and constructive feedback, ideas, and solutions.
- Ability to follow a chain of command. All major decisions will be moved up the chain of command to the Exhibitor Services Manager, then to the Assistant Director of Operations, and then to Director of Operations.
- Working verbal and written communication skills, including ability to effectively and promptly communicate with the Exhibitor Services Manager and Operations Team by 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.
- Exceptional 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.

### Physical Requirements:

- Ability to safely and successfully perform the essential job functions consistent with the ADA and other federal, state, and local standards
- Access to computer and internet 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 and occasionally lift and/or move up to 50 pounds

**Submissions Instructions:** Email .PDF resume to the below email address. Please include "DPCC Exhibitor Services Captain Application" in the subject of the email.

**Deadline Date:** 5/29/2020

**Submissions Contact:** Liz Jaito | Executive Support & Exhibitor Services Manager | denverexhibitors@popcultureclassroom.org

**Revision Date:** 2/26/2020