

Denver Comic Con

Job Description



Job title: Merchandise Booth Captain	Position Type: Unpaid volunteer
Department/Team: Operations – Merchandise Booth	Reports to: Merchandise Booth Coordinator
Pre-Convention Time Commitment: 6 months, 10 hours/week	
Convention Time Commitment: Work the entirety of Denver Comic Con, including load-in/load-out days	
<p>Essential Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Working with Merchandise Booth Coordinator and other Merch Booth Captains to organize and run Main Denver Comic Con Merchandise Booth or one of several Specialty Booths located around the Convention Center • Assist with Merchandise Booth set-up and take down • Working with other Merch Booth Captains, supervise and mentor Merch Booth crew and general volunteers • Understand and implement good inventory management and cash handling procedures • Understand organizational goals and responsibilities of the merchandise department • Practice good cash handling procedures and assure team is also following them • Assist with Booth Operations as directed by Merch Booth Coordinator – including such things as daily start-up and closing procedures, crowd control, inventory management, and keeping booth area neat and attractive • Be able to work independently when other Leadership Team members are not available • Assist Merchandise Team with getting PCC Merch storage re-stocked and organized, as availability allows • Help with Pop Up Shops at Community and Fundraising Events (2-3/year) as availability allows • Attend all department meetings and trainings 	
<p>Skills and Experience Requirements:</p> <ul style="list-style-type: none"> • Excellent verbal and written communication skills, including ability to effectively and promptly communicate with department heads and staff by phone or e-mail using supplied Pop Culture Classroom e-mail • 1 year general retail experience • 1 year convention volunteer experience, preferably in merchandise department • Some supervisory experience with volunteer staff preferred • PCC Mission and the role Denver Comic Con and the Merchandise Department plays in the organization • Tablet based POS systems - Shopify is preferred • Proper cash handling procedures • How to give great guest service while encouraging customers to purchase merchandise in a fun and friendly manner 	
<p>Physical Requirements:</p> <ul style="list-style-type: none"> • Must be able to talk, listen and speak clearly on radio • Must be able to navigate through crowds and the Denver Convention Center • Regularly lift and/or move up to 25-30 pounds boxes • Able to stand for several hours at a time, regular bending to get merchandise from shelves or drawers, some squatting or kneeling, rarely getting to sit • Sometimes need to crawl under tables or behind shelves to retrieve merchandise or equipment • Regularly pick up merchandise, handle money, use a touch screen • Must be able to distinguish voices in a noisy environment • Must be able to distinguish different merchandise items and currencies 	
Submissions Instructions: email resume and cover letter	Deadline Date:
Submissions Contact: Merchandise at merchandise@popcultureclassroom.org	Revision Date: 12/16/16