

Denver Comic Con

Job Description



Job title: Guest Services Crew

Position Type: Unpaid volunteer

Department/Team: Guest Services

Reports to: Guest Services Managers

Pre-Convention Time Commitment: Attend Department Training

Convention Time Commitment: Work all three days of Denver Comic Con

Essential Duties and Responsibilities:

Guest Services Crew Members assist with the management of guests during the convention. They are assigned to a guest for the whole weekend to help with a variety of things.

- Helping guests with anything they need for the weekend
- Being a friendly face for the guests to see every morning.
- Making sure they have everything they need to be successful for that day
- Escorting a guest to their panels, photo ops, and other convention obligations
- Resolve very minor conflicts, then report them to the Zone Leaders or Managers
- Manage the lines and flow of traffic in their guests lines
- Inform the general volunteers in their lines about prices and schedules
- Work to accommodate any special requests from guests and participants
- Maintain compliance with all DCC and Denver Convention Center policies and procedures
- Additional assigned duties as needed
- Have to be able to volunteer all 3 days of the convention

Skills and Experience Requirements:

- Must have volunteered for Denver Comic Con for at least one year
- Flexible in their job responsibilities
- Be professional
- Have a vast knowledge of the convention floor and schedule
- Excellent verbal to effectively communicate with attendees and guests
- Must be able to work under pressure while maintaining a positive attitude and providing exemplary customer service and leadership

Physical Requirements:

- Must be able to stand for 10hrs without taking many breaks
- Ability to lift 30lbs
- Must be able to talk, listen and speak clearly on radio
- Must be able to navigate through crowds and the Denver Convention Center

Submissions Instructions: email resume and cover letter

Deadline Date: 3/13/17

Submissions Contact: Alex Denton at a.denton@popcultureclassroom.org

Revision Date: 1/24/17