Job Title: Operations Team Member

Department: Operations

Reports To: Director of Operations

Last Reviewed Date: February 13, 2026
Last Edited By: Vaughn Rowles

The Operations Team is responsible for facilitating and managing many aspects of staffing at VGM CON. This role will assist with safety, people flow through convention spaces, lost and found, incident management, after hours registration and ticketing, convention space access and security, communications, and other areas.

Essential Duties and Responsibilities:

Operations staff may work on a variety of issues during a given shift on-site at VGM CON, such as:

- **Safety:**
  - Assist the Safety Manager with managing people flow, accessibility areas in convention spaces, queuing, room capacity, and more.
  - Assist with routine safety checks and rounds of the event venue and surrounding areas
- **Lost and Found:**
  - Assist with collecting found items and recording them in our tracking system
  - Assist attendees with locating or reporting lost items
- **Incident Management:**
  - Assist Operations and other convention staff with communicating and escalating issues brought to the attention of Operations staff
  - Facilitate communication of ongoing incidents to the right staff for resolution
  - Document incidents that are reported to Operations staff
- **After Hours Registration:**
  - Assist Operations staff with running after-hours registration from the time registration closes to the time programming finishes as needed
- **Space Access and Security:**
  - Assist Operations staff with managing access to rooms and spaces, locking and unlocking areas as needed including practice and storage rooms
- **Communications**
  - Assist Operations staff with tracking and distributing radios, ear pieces, hand microphones, and other devices to facilitate communication on site at VGM CON
  - Monitor staff discord channels

Preferred Qualifications:

- Excellent communication and interpersonal skills.
- Proven ability to make sound decisions under pressure.

- Experience in crowd control and incident response.
- Previous experience working at a large-scale event or convention.
- Flexibility and adaptability in making decisions and responding to various needs and incidents

Requirements:

- The Operations Team Members must be onsite and registered for Operations volunteer shifts.
- May need to lift and/or move equipment
- May be on their feet for extended periods

Compensation:

This is a volunteer position. However, based on the hours volunteered and in accordance with the volunteer perks program, members may receive a complimentary registration to VGM CON, access to a volunteer exclusive hotel rate and staff lounge.

Operations Team Members will be responsible for their own travel and accommodation expenses to and from VGM CON.

To Apply:

If the VGM CON 2026 Staff Application is open, please apply there.

You can also submit your resume with any relevant experience and a cover letter outlining your interest and strengths for the role to ec@vgmcon.org.