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 hal-con.com

ENTRANCE OPERATIONS COORDINATOR
Committee Position

All committee and board members of Hal-Con are volunteers; while there are perks, this is not a salaried position. This role description is designed to create an understanding between Hal-Con and the prospective volunteer staff to ensure no miscommunication.

Role:	ENTRANCE OPERATIONS COORDINATOR
Reports to:	Director of Operations
Length of term:	No set term
General description of role:	The Entrance Operations Coordinator (EOC) oversees the processes and volunteers handling line control and crowd management that provide smooth, orderly, efficient, and safe entry to the convention. The EOC oversees the entry process to ensure anyone entering the convention meets the convention policies for costumes, props, and safety. Other duties as needed, the scope of this position may continue to evolve.
Responsibilities include:	<p>Before the convention:</p> <ul style="list-style-type: none"> • Participate in any necessary supplier, building, or third-party meetings to create/review/sign off on event orders. • Check quotes from suppliers against budget, assist Director with negotiations as needed. • Ensure inventory of jackets, high visibility vests, hand warmers, flagging tape, and/or other team items are accounted for or acquired accordingly. • Create line control and entry plan for upcoming convention. • Ensure any volunteer training, signage requirements, or other considerations for the entry process or any other processes required to execute the entry plan are in place. • Join other teams, where possible, for quarterly committee planning meetings. • Join monthly operations meetings, as needed. <p>During the convention:</p> <ul style="list-style-type: none"> • Lead set-up process for entry lines, bag check, or other entry control points. • Act as a point of contact to handle any internal enquiries from any team regarding the entry plan or policy interpretation on costume or prop policies. • Lead as volunteer point of contact regarding the convention's entrance strategy. • Ensure all volunteers are following the entrance process daily and are fully versed on convention policies regarding costume

	<p>and prop policies, with particular emphasis and focus on understanding appropriate prop weapons.</p> <ul style="list-style-type: none"> ● Monitor all exterior convention points of entry to ensure all convention goers, including staff, volunteers, and attendees comply with convention policies upon arrival. ● Provide line control and crowd management for entry lineups, ensuring an orderly and efficient entry process, as well as safe line movements on relevant streets, sidewalks, ramps, doorways, or other significant areas in or around the building for convention goers. ● Work with onsite security to ensure the entry process is smooth, orderly, respectful, and efficient. ● Maintain compliance with all health, safety, and accessibility standards related to fire regulations and building protocols. ● Verify and ensure that all attendees' attire, including all worn or carried items, meet costume and prop policies, particularly focusing on safety and appropriateness, before allowing entry. ● Ensure verified props are tagged with colorful flagging tape to signify a passed inspection. ● Provide clear communication and customer service to attendees, answering questions about the convention and/or its policies. ● Identify and/or address any violations or concerns related to costume or prop regulations, documenting issues and escalating to the Director of Operations and/or Board as necessary. ● Work with convention staff, security, team leaders, committee members, the Director of Operations, and/or the Board as required to plan for, prevent, and/or resolve policy infractions and/or disputes related to attendee line controls, movements, or policy interpretations. ● Participate in pre-event briefings and post-event evaluations to improve future compliance procedures. ● Log incidents or issues, to help better prepare for following year. ● Early mornings and/or long hours to ensure line controls are in place when lines form and while entry lines are present. <p>After the convention:</p> <ul style="list-style-type: none"> ● Ensure all team gear and/or supplies are packed up and returned to the storage locker. ● Use log to draft notes for post event reporting to be used for future planning. ● Follow-up with suppliers as necessary for invoices and forward them to finance for payment.
Skills required:	<p>Ability to effectively lead people, handle conflicting priorities, creative problem solving, managing business relationships. Comfortable with spreadsheets and word documents, cold calling and taking initiative.</p> <p>Comfortable with long hours and standing/walking for long periods of time. The Bridge Operations Coordinator is physically active for most of the convention itself.</p>
Last updated:	March 30, 2026

If you're interested in applying for this post, please email operations@hal-con.com (Attn: Jessi) with your resume and a cover letter explaining why you feel you'd be the perfect person for this position. Only those considered for the position will be contacted.

