Department: Industry & Events

Conference Team

In working with the logistics coordinator and the venue manager, the conference team lead provides hands-on support for all periphery conference initiatives including industry tours, networking sessions, round tables discussions and private small-scale workshops.

This role is good for someone who:

- Has strong communication and customer service skills
- Has experience with public and VIPs, maintaining professional behaviour
- Is able to lift 50lbs
- Flexible availability on days, weekends and evenings
- Work collaboratively with a team
- Organized and detail-orientated
- Able to demonstrate strong interpersonal skills

Virtual Reality Team

In supporting the “Virtual Reality at VIFF” program, team members will engage with guests in helping them prepare for the immersive experiences at the multi-day exhibition. Tasks include helping people put on headsets, take the headsets off, clean headsets after each use, and manage queues and very basic technical management of headset technology.

This role is good for someone who:

- Has strong customer service skills
- Is open-minded to learning about new technology
- Is comfortable with touch screen based mobile technology
- Has experience with Virtual Reality and Immersive content
- Pays attention to detail in ensuring that headsets are properly cleaned before the next guest
- Has patience with ensuring that headsets are properly put on the guest before starting the experience

Virtual Reality Team Lead

Ensures that the Virtual Reality Volunteer Team has the support, knowledge and tools required to succeed in their roles. Acts as a communication bridge between the exhibitors, staff and the volunteer team. In supporting the “Virtual Reality at VIFF” program, team members will engage with guests in helping them prepare for the immersive experiences at the multi-day exhibition. Tasks include helping people put on headsets, take the
headsets off, clean headsets after each use, and manage queues and very basic technical management of headset technology.

**Overall Responsibility:**

The Virtual Reality Team Lead is responsible for ensuring that VIFF volunteers have the support, knowledge and tools required to succeed in their roles, for communicating team successes and challenges to VIFF staff, and for creating a fun working environment.

**Key Responsibilities:**

**Leading the Team:**

- In collaboration with VIFF staff, checking in the volunteer team on shift, holding pre-shift briefings, assigning roles, and end of shift check out and voucher distribution.
- Set the example: When you are performing the task, ensure that you are setting the example that you would like other volunteers to follow.
- Ensure that all members of your team have the tools that they require to succeed in their roles.
- Observe team members and assist them with challenges as they occur.
- Be in communication with VIFF staff regarding team successes, challenges and concerns.

**VR Exhibitions and Equipment:**

- Assist VR team with headset set-up.
- Troubleshoot headsets when they are not working.
- Ensure equipment is charged as need be and left charging at the end of day.
- Ensure headsets are clean at all times.
- Immediately report any headset issues to Exhibitors or VIFF staff.

**Customer Service:**

- Ensure any line-ups are supported and customers are greeted.
- Communicate VIFF operational procedures and festival policies volunteers and to patrons as required.
- Alert VIFF staff when customer service issues arise.
- Be friendly, courteous, and welcoming!

**How to Apply**

Please visit [https://viff.org/volunteer](https://viff.org/volunteer) and click the ‘Apply Now’ button.