Department: Venue Operations

Pre-Festival Box Office Team

Reporting to the Venue Operations Leadership Team, the Pre-Festival Box Office Volunteer’s primary function is to assist the VIFF Pre-Festival Box office with line management and customer service.

This role is good for someone who:

- Communicates effectively and in a friendly manner
- Has strong teamwork and collaboration skills
- A great working knowledge of customer service
- Is comfortable assisting with box office lineup management
- Is comfortable being outdoors and on their feet

Load-in & Strike Team

The Venue Operations Load-In and Strike Volunteer's primary function is to assist with the Load-in, set-up, and strike of the festival equipment at VIFF venues.

This role is good for someone who:

- Has clear communication skills
- Has excellent team work and collaboration abilities
- Is capable of lifting up to 50 lbs and be on the move for extended amounts of time
- Is capable of understanding and following venue set-up plans
- Has the ability to manage inventory with accuracy and speed
- Is organized and detail oriented
- Is capable of managing equipment
- Has a flexible schedule and is available late nights

Front of House Team

Reporting to the Venue Manager Team, The Venue Operations Front of House Volunteer assists with the front of house duties and box office operations at all festival event venues. Responsibilities may include ushering, scanning tickets, managing lineups, assisting the box office, venue special events including green room and red carpet set-up, and customer service.

This role is good for someone who:

- Works well in a high-paced environment
Front of House Team Lead

The Front of House Team Lead is responsible for ensuring that VIFF volunteers have the support, knowledge and tools required to succeed in their roles. This position will also be acting as a communication bridge between VIFF Front of House Volunteers and VIFF Front of House staff members, and will be assisting with volunteer management and coordination as required. While this is a leadership role, at times this position will be required to assist with front of house duties (ushering, scanning tickets, managing lineups, assisting the box office, and working the VIFF Concierge Table and customer service). The Team Lead will be reporting to the on-duty VIFF Venue Manager.

Key Responsibilities:

Leading the Team:

- In collaboration with the Venue Manager, 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 the venue manager regarding team successes, challenges and concerns

Ushering:

- Assign volunteer ushers to required positions as established by the venue manager
- Ensure volunteer ushers are up-to-date on relevant operational information as communicated by the venue manager
- Assist with ushering (help patrons to their seats; discourage cell phone use during the screening; assist with latecomer seating) as required

Scanning:

- Assist volunteer ushers with scanner setup
- Troubleshoot scanners when they are not working
- Assist patrons who have ticket sand passes that do not scan
- Assist with scanning when required

Enjoy working on a team
Has great customer service skills
Is able to adapt to change and maintain a positive, outgoing attitude
Has excellent communication skills
Could be a youth volunteer! Please note that ushering positions are 18 and older and the Rio Team is 19 and older.
• Immediately report any scanner issues to the Venue Manager

Lineup Management:

• Have a clear understanding of the different types of lineups that are being used
• Position lineup volunteers as required by the Venue Manager
• Have a clear understand of VIFF "stand by lines"
• Assist with line management as required
• Be prepared to sell memberships as required

Concierge:

• Have a clear understanding of festival operations procedures and venue locations
• Know where to access the information required to assist patrons with festival questions
• Assist patrons with ticket booking and online sales through the VIFF website
• Check in special guests as required
• Assist with selling memberships as required
• Promote VIFF+ to members who are attending the festival
• Engage with VIFF festival members

Box Office:

• Have a strong understanding of box office procedures
• Assist box office lineup management as required
• Be friendly, courteous and welcoming!

Customer Service:

• Communicate VIFF operational procedures and festival policies to volunteers and patrons
• Alert Venue Managers to customer service issues
• Be friendly, courteous, and welcoming!

How to Apply

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