**Job Title:** Festival Cashier  
**Reports to:** Box Office Coordinator  
**Duration:** September 28th - October 8th, 2023 (plus pre-festival training)  
**Location:** Vancouver Centre/Multi Venue Options  
**Scope:** 2023 Festival Contract/Temporary employee  
**Remuneration:** $18/hour

The Greater Vancouver International Film Festival Society is a not-for-profit cultural organization that operates the internationally acclaimed Vancouver International Film Festival (VIFF) and the Vancity Theatre, located in the VIFF Centre. We produce screenings, talks and events as a catalyst for a diverse community to discover, discuss and share the creativity and craft of storytelling on screen.

The Greater Vancouver International Film Festival Society is dedicated to accessible employment practices and committed to being an equal-opportunity employer. We value a diverse and inclusive workplace that is reflective of our community and encourage applications from members of communities that have been marginalized based on sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, or status as an Indigenous person. Please feel free to advise us of any accommodation needs.

Reporting to the Box Office Coordinator, the **Festival Cashier** is responsible for providing excellent customer service, selling tickets to festival patrons, promoting VIFF campaigns, accessing ticketing information through our box office system, and cash management.

**Qualifications:**

- Exceptional communication abilities. Bilingualism is an asset but not a requirement.
- Experience working with large teams and maintaining grace under pressure.
- Experience working with volunteers is an asset.
- Demonstrated commitment to the customer service experience.
- Familiarity with Shiftboard, Elevent and Microsoft Office programs is an asset.

**Key Responsibilities:**

**Box Office Operations**

- Create a welcoming and inclusive work environment for all VIFF team members.
- Proficient use of Elevent Ticketing System to sell tickets, merchandise, and memberships.
- Perform basic math functions to collect payments and make change.
- Cash handling and reconciliation.
Set up and take down box office workstations and equipment as required.

- Keep workspace tidy, organized, and functional.
- Ensure that all box office signage is visible, up-to-date, and clean.
- Assist Venue Managers and volunteers as required.
- Ensure that opening and closing procedures are followed.
- Supervision of box office volunteers.

**Customer Service**

- Ensure that VIFF Customer Service Policies and Processes are being followed.
- Create a welcoming and inclusive environment for VIFF members and guests.
- Assist with daily box office reconciliations as required.
- Assist VIFF members with Elevent issues (resetting passwords, account information) as required.
- Communicate all feedback to the Venue Manager and Venue Operations team.

**Pre-festival and Post-festival:**

- Attend mandatory pre-festival training sessions.
- Assist with venue load-in and strike (as required).

**Qualifications**

- Exceptional communication abilities. Bilingualism is an asset.
- Experience working with large teams and maintaining grace under pressure.
- Experience working with volunteers is an asset.
- Demonstrated commitment to the customer service experience.
- Familiarity with Shiftboard, Elevent and Microsoft Office programs is an asset.

**Deadline for application is August 14th, 2023**

**How to apply:** Please submit a current CV, along with a cover letter to careers@viff.org. Please include “HIRING FESTIVAL CASHIER” in the subject line of the email. We thank all applicants for their interest and advise that only those requested for an interview will be contacted due to the volume of applications anticipated. No phone calls, please.