Job Title: Venue Manager
Reports to: Venue Operations
Duration: September 28th-October 8th (plus pre-festival training)
Location: Vancouver Centre/Multi Venue Options
Scope: 2023 Festival Contract/Temporary employee
Wage: $20/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 Festival Venue Operations Management, the Venue Manager is responsible for overseeing all aspects of festival front of house venue operations to ensure an exceptional Vancouver International Film Festival customer experience.

Key Responsibilities:

Leading the Team:
• Create a welcoming and positive work environment for all VIFF team members.
• Ensure that team members arrive for shifts on-time and prepared to work.
• Ensure that team members have the training, communications, and tools that they need to open on-time and perform adequately.
• Be in communication with all team members (volunteers and cashiers) regarding team successes, team challenges, and performance issues.
• Ensure the daily documentation of shift performance evaluations/daily reports.
• Communicate any performance issues with volunteers to the Volunteer Engagement Manager.
• Assist team members with challenges as they occur.

Supervising venue operations:
• Ensure VIFF opening and closing procedures are followed.
• Ensure that volunteers are prepared to work in the assigned positions (scanning, line management, information table, ushering).
• Act as a communication nexus between venue staff, technical services, volunteers, cashiers, VIFF Management, and other VIFF VIP.
• Ensure that all communication devices are checked regularly.
• Ensure that the venue marketing and sponsorship plans are being followed.
• Oversee box office operations.
• Complete end of night cash management and reporting procedures.
• Read pre-screening announcements to audience members at the start of each show.

Pre-Festival and Post-Festival:
• Attend mandatory venue manager pre-festival training sessions.
• Assist with venue load-in and strike (as required).
• Attend pre-festival volunteer orientation sessions.

Qualifications
• Exceptional communication abilities. Bilingualism is an asset.
• Ability to speak in front of large audiences.
• Experience working with large teams and maintaining grace under pressure. Experience working with volunteers is an asset.
• Demonstrated commitment to the customer service experience.
• The ability to adapt to a constantly changing work environment.
• Comfort with modern technology (tablets, laptops, scanners, smart phones).
• Familiarity with Shiftboard or Elevent programs is an asset.
• Experience working with an arts festival 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 VENUE MANAGER” 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.