

Job Title: Concession Attendant
Reports to: Senior Operations Manager, VIFF Centre
Duration: Part-Time Hourly
Location: VIFF Centre
Scope: VIFF Year-Round
Remuneration: \$21.40/hour + gratuities

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 VIFF Centre, home to the VIFF Cinema and the Lochmaddy Studio Theatre. 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 Senior Operations Manager, the Concession Attendant is responsible for quickly delivering quality cinema food products to our audience members while ensuring the execution of provincial safe food handling guidelines and maintaining excellent customer service.

Qualifications:

- Experience working with a team and maintaining grace under pressure.
- Experience handling food.
- Demonstrated commitment to the customer service experience.
- Familiarity with point of sale and inventory systems (we use Loyverse)
- Current Serving it Right and Food Safe Certification.
- Ability to lift 50lbs.

Key Responsibilities:

Concession Operations

- Protects the safety of VIFF customers, volunteers, guests and staff members by following BC Food Safe processes, following VIFF's food safety and sanitation plan, and following the guidelines established by Serving It Right.
- Ensures that concession and related areas are kept clean, organized, and sanitized at all times.
- Guarantees that VIFF customers are served quality food products.

- Focuses on speed-of-service to ensure all customers can be served before screenings begin.
- Meets VIFF's standards of customer service; ensures all customers feel welcome in the VIFF space.
- Strictly follows provincial liquor rules as defined in the VIFF Centre liquor license and BC's Serving It Right program.
- Assists with food inventory management processes including using a general rule of "first in, first out" for product use.
- Follows opening and closing procedures to ensure the timely and organized set-up and clean-up of the food service areas.
- Assists with the maintenance of food service equipment by ensuring cleaning schedules and procedures are followed.
- Proficient use of the VIFF POS system (Loyverse).
- Ensures that machine maintenance and cleaning schedules are being followed.

General Operations

- Assists with theatre cleaning and washroom checks as needed.
- Fills concession attendant role in the event of emergency evacuations.
- Keeps up to date on all communications.

Cash Handling & Reporting

- Consistently balances the till.
- Follows nightly cash-out procedures.
- Completes inventory counts and stock transfers.

Customer Service

- Ensure the highest level of customer service.
- Adheres to VIFF Customer Service Policies.
- Communicates all customer feedback, staff/volunteer issues to the on-shift Venue Manager.
- Creates a welcoming, safe, and inclusive environment for patrons.

Deadline for applications: Until Filled

How to apply: Please submit a current CV, along with a cover letter to careers@viff.org. Please include "HIRING CONCESSION ATTENDANT" 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.