

Job Title: Festival Venue Operations Manager
Reports to: Senior Operations Manager
Duration: Full time Employment: July 13 – Oct 31, 2026
8 meeting hours from July 29-July 10th
Paid week off Oct 19-23rd, 2026
Location: VIFF Centre, Various Locations during events
Scope: VIFF Festival 2026
Remuneration: \$15,500 employment contract

ABOUT VIFF

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 year-round program at the VIFF Centre. We thank the Musqueam, Squamish and Tsleil-Waututh Nations for their continued stewardship of the unceded and occupied land on which our work takes place.

VIFF is the home of film and film culture in Western Canada. Driven by curatorial excellence, VIFF encourages understanding of the world's cultures through the art of cinema. 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.

We believe that film has a unique ability to celebrate the complexity of the human condition and that it is our responsibility to steward that power toward creating meaningful change in our world. **When you work at VIFF you are part of a friendly, dedicated team who are passionate about the transformative power of the cinematic experience.**

ABOUT THE POSITION

We are looking for an exceptional team member to lead our front-of-house operations at festival screening and event venues. VIFF seeks a highly organized, process-oriented, experienced event manager, with excellent communication skills, and the ability to bring a team together. Supported by the Venue Operations Assistant Manager, this role oversees a large team of staff and volunteers including

Venue Operations Supervisors, Venue Managers, Cashiers, and Front of House Volunteers. This role is tasked with ensuring that VIFF policies and processes are implemented and VIFF customers, volunteers, staff, donors, and sponsors have the best possible festival experience at all VIFF venues.

Qualifications:

- 3+ years of experience working in event and/or theatre management.
- 3+ years of experience in team and staff management.
- Proven experience working in a leadership position.
- Commitment to the principles of justice, equity, diversity, inclusion, and accessibility.
- Outstanding communication and interpersonal skills.
- Strong decision-making skills and a results-driven approach.
- Highly organized, focused, and able to work within tight deadlines.
- Experience leading large, diverse teams and maintaining grace under pressure.
- Fan of the arts; Passion for film, and filmmaking is an asset.
- Experience working with volunteers is an asset.
- Experience working with an arts festival an asset.
- Demonstrated commitment to the customer service experience.
- Familiarity with scheduling and ticketing software, and Microsoft Office.
- Ability to lift 50lbs.
- Availability to work evenings/weekends/stat holidays and extended hours as required.
- Valid Class 5 BC Driver's license (please let us know if you have a valid license from outside BC).

Key Responsibilities:

- Hire, train, and support the Venue Operations Assistant Manager and the Venue Operations Coordinator.
- Oversee the recruiting, training, and scheduling of front of house staff including supervisors, managers, and cashiers.
- Collaborate with the Ticketing and Customer Service Manager to ensure ticketing training, and venue box office needs are planned for.
- Ensure Venue IT needs are communicated and planned for.
- Plan the logistics of front-of-house and event operations at festival venues.
- In collaboration with Marketing and Sponsorship, and with a focus on accessibility, develop a signage plan for each venue.
- Arrange for the rentals and delivery of front-of-house equipment and signage to venues.
- Plan and execute venue set-up and strike.

- Collaborate with the volunteer department to fill venue volunteer needs and plan and execute the department volunteer orientations.
- Ensure that Festival Front of House staff members and volunteers have the support required to be successful in their roles. Check-in and support venue operations in-person as required.
- Participate in operational planning meetings.
- With a focus on clear communication and relationships, be the key front of house contact with Venue Partners.
- Ensure that the operations of the festival customer spaces meet the expectations of our customers, our clients, our volunteers, and VIFF Management.
- Work with various VIFF departments to define requirements for special screenings and events at venues.
- Act as a liaison between VIFF departments and venue operations team; establish clear communication processes.
- Anticipate and troubleshoot operational issues at venues.
- Working with the Senior Operations Manager, ensure each high-profile event is adequately supported including Red Carpet events.
- Offer exceptional customer service.
- Establish a positive team-focused environment.

Deadline for application is May 15, 2026

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