

Job Title: Festival Ticketing Coordinator
Reports to: Ticketing & Customer Service Manager
Duration: July 6 – October 15, 2026 (Full time)
July 6 – August 29th, 2026 (CSJ Funded)
September 2 – October 15, 2026 (VIFF Extension)
Location: VIFF Centre (in-person)
Scope: Vancouver International Film Festival 2026
Remuneration: \$11,750 Employment Contract (+ OT as needed)

This position is supported by the Canada Summer Jobs program. To be eligible applicants must:

- be between 15 and 30 years of age at the start of the employment.
- be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act for the duration of the employment; and
- have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations.

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

Reporting to the Ticketing and Customer Service Manager, the Festival Ticketing Coordinator is responsible for VIFF's festival accreditation, such as the generation and production of public and internal Festival accreditation including passes, ticket packs, promotional codes, individual ticket bookings and event invitations. Additional to those responsibilities, they support the Customer Service team with any public-facing inquiries during busy customer periods (such as our program launch). They are responsible for a team of volunteers as well, assisting and training them on how to assemble accreditation and informing them with the necessary information to provide to the public.

Qualifications:

- One year's experience working with event ticketing systems (preferred).
- Experience working in festivals, events, conferences, or arts administration.
- Intermediate to advanced proficiency in Microsoft Office systems (Word, Excel, PowerPoint).
- Experience with customer service.
- Experience leading a team.
- Highly organized, focused, and able to work within tight deadlines.
- Outstanding communication and interpersonal skills.
- Commitment to the principles of justice, equity, diversity, and inclusion.
- Demonstrated commitment to the customer service experience.
- Experience working with volunteers is an asset.
- Ability to lift 50lbs.

Key Responsibilities:

- Oversee the accurate and timely production of all festival accreditation materials (lanyards, passes, ticket stock, etc).
- Work across VIFF teams to develop a guest ticketing plan that works for various deadlines.
- Create documentation on how to redeem accredited tickets and passes.
- Communicate effectively and clearly with all departments to establish timelines and workflows.
- Communicate and train clear processes with various departments to request their bulk ticket and pass allocations for the festival.
- Print, organize and distribute all accredited tickets and passes.
- Support the Ticketing and Customer Service Manager and Marketing team in the creation of promo-codes.
- Support the Ticketing and Customer Service Manager during the festival period to release and update event inventory, as needed.
- In collaboration with the Volunteer Department, schedule a team of Festival Ticketing volunteers to help with the production and distribution of tickets and passes.
- Assist the Customer Service team during busy periods of public on-sale of tickets and festival passes.
- Assist the Customer Service Coordinator in the supervision of the customer service team, as required.

Greater Vancouver International Film Festival Society

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- Ensure departmental volunteers have a positive experience of the festival.
- Assist with covering the reception of the VIFF Centre office, as required.
- Provide reports regarding pass activity and sales for post-festival.

Deadline for application is June 5, 2026

How to apply: Please submit a current CV, along with a cover letter to careers@viff.org. Please include "FESTIVAL TICKETING COORDINATOR" 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.