

Job Title: Customer Service and Marketing Coordinator
Reports to: Ticketing and Customer Service Manager/Digital Communications Manager
Duration: July 6 – August 28th, 2026 (CSJ Funded)
Location: VIFF Centre
Scope: Vancouver International Film Festival 2026
Remuneration: \$6520 Employment Contract

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, this role supports daily box office operations, coordinating the helpline for ticket sales, exchanges, and refunds while ensuring all customer inquiries are handled

promptly and professionally. The position delivers exceptional customer experience to patrons, members, volunteers, and staff, supports Front of House-training materials, communicates VIFF policies and procedures, and assists with reception duties as needed.

The role also assists with event building in the ticketing system, reporting and box office data, community ticket donations, and festival ticketing preparation, including accreditation and discount codes. The position also works closely with the Digital Communications Manager to help update web content, and maintain festival app assets and event information, while collaborating with the marketing team and key staff to ensure timelines, goals, and organizational needs are met.

Qualifications:

- 1+ years of experience working in customer service.
- Experience working with event ticketing systems
- Experience updating and managing content in WordPress.
- Intermediate to advanced proficiency in Microsoft Office systems (Word, Excel, PowerPoint).
- Demonstrated commitment to customer service experience.
- Outstanding communication and interpersonal skills.
- Strong decision-making skills and a results-driven approach.
- Highly organized, focused, and able to work within tight deadlines.
- Ability to multi-task and comfortably float between different positions.
- Experience working with volunteers is an asset.

Key Responsibilities:

Customer Service:

- Reporting to the Ticketing and Customer Service Manager, coordinates and oversees the box office help-line (selling, exchanging and refunding tickets).
- Assists in creating training materials for Front of House staff.
- Brings an excellent customer service experience to all VIFF patrons including the public, members, volunteers and staff.
- Build canned responses and automations in Freshdesk to support VIFF's customer service processes.
- Ensure that required VIFF policies, procedures and processes are communicated effectively
- Ensures all customer inquiries are responded to promptly including phone calls, electronic communications, voicemails, and in-person visits.
- Assists with reception including deliveries, pick-up, and enterphone assistance.

Ticketing:

- Assisting the Ticketing and Customer Service Manager with event building through VIFF's ticketing system.
- Collaborate with Ticketing and Customer Service Manager on data reporting and weekly box office reports for VIFF's Year-Round Programming.
- Assisting on Community Engagement ticket donations.
- Assisting the Festival Ticketing Coordinator on festival accreditation needs, such as creating discount codes.
- Assist the Ticketing and Customer Service Manager on prepping festival ticketing materials.

Marketing and Website:

- Support the Digital Communications Manager with any web content development including text, logos, image resizing, etc.
- Assist with updating the festival app with assets and event information.
- Collaborate and communicate with the marketing department and key staff members to ensure organizational timelines, goals, and needs are addressed.

Deadline for application is June 5th, 2026.

How to apply: Please submit a current CV, along with a cover letter to careers@viff.org. Please include "CUSTOMER SERVICE AND MARKETING 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.