

**Job Title:** Festival Operations Coordinator  
**Reports to:** Director of Operations  
**Duration:** July 6 - October 15, 2026, Full time  
July 6 – August 29, 2026, CSJ Funded  
September 2 – October 15, 2026, VIFF Extension  
**Location:** VIFF Centre/Various Venues during festival  
**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 Director of Operations and the Venue Operations Manager, the successful candidate for the position of Festival Operations Coordinator is responsible for supporting operations administration including hiring, scheduling, and run of shows. With a focus on special event venues, the Festival Venue Operations Coordinator works in collaboration with the Venue Operations Leadership Team to ensure that all aspects of festival venue operations are supported.

### **Qualifications:**

- Proven experience working in a customer service focused environment.
- Experience coordinating, setting up and troubleshooting box office IT equipment (laptops, hotspots, printers, scanners, tablets).
- Experience working with event ticketing systems.
- Commitment to the principles of justice, equity, diversity, and inclusion.
- Outstanding communication and interpersonal skills.
- Strong decision-making skills and a results-driven approach.
- Highly organized, focused, and able to work within tight deadlines.
- Attention to detail with a focus on systems and structures.
- 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.
- Familiarity with scheduling software, and Microsoft Office.
- Availability to work evenings/weekends/stat holidays and extended hours as required.
- Valid Class 5 BC Driver's license.

### **Key Responsibilities:**

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- Support Human Resource onboarding of festival staff including hiring paperwork and orientations.
- Support Venue Operations Human Resource administration and coordination including recruiting, training, scheduling, timesheets, communications, and support.
- Support Venue Operations planning and preparations for special event venues including equipment rentals, set-up and strike schedules, and staffing schedules.
- Support the IT Administrator with Box Office equipment set-ups and troubleshooting.
- Participate in operational planning meetings.
- Support Director of Operations with Run of Shows for special events.

- 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 at special event venues in-person as required.
- Problem-solve customer service and front of house related issues.
- Provide excellent customer service.
- Establish a positive team-focused environment.

**The Festival Operations Coordinator is part of the Venue Operations Leadership Team consisting of:**

- The Venue Operations Manager, The Venue Operations Assistant Manager, the Festival Operations Coordinator, the Ticketing and Customer Service Manager, and the Volunteer and Staff Engagement Manager.

**The team oversees:**

- Venue Operations Supervisors, Venue Managers, Box Office Cashiers, and Venue Volunteers.

**Deadline for application is June 5, 2026**

**How to apply:** Please submit a current CV, along with a cover letter to [careers@viff.org](mailto:careers@viff.org). Please include "FESTIVAL OPERATIONS 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.