

**Job Title:** Festival Venue Operations Assistant Manager  
**Reports to:** Festival Venue Operations Manager  
**Duration:** Full time Employment: July 27 – Oct 16, 2026  
Paid Week off Oct 19-23<sup>rd</sup>, 2026  
**Location:** VIFF Centre  
**Scope:** Vancouver International Film Festival 2026  
**Remuneration:** \$12,250 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

Reporting to the Festival Venue Operations Manager, the successful candidate for the position of Festival Venue Operations coordinator is responsible for assisting with the recruiting, training, scheduling, and ongoing support of Front of House team members. With a strong focus on the customer experience, 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.
- 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.
- Experience training and supervising 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.
- 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:**

- Support Venue Operations Human Resource administration and coordination including recruiting, training, scheduling, timesheets, communications, and support.
- Support Venue Operations planning and preparations including equipment and vehicle rentals and signage orders, and venues set-up and strike.
- Participate in operational planning meetings.
- 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.
- Support red carpet events as needed.
- Problem-solve customer service and front of house related issues.
- Provide excellent customer service.
- Establish a positive team-focused environment.

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

- The Venue Operations Manager, the 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 5th, 2026**

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