

Job Title: Festival Cashier
Reports to: Venue Operations
Duration: Oct 1st - October 11th, 2026 (plus pre-festival training)
Location: Vancouver Centre/Multi Venue Options
Scope: 2026 Festival Contract/Temporary employee
Remuneration: \$20/hour

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 Venue Operations Team, the **Festival Cashier** is responsible for providing excellent customer service, selling tickets to festival patrons, promoting VIFF campaigns, accessing ticketing information through our box office system, and cash management.

Key Responsibilities:

Box Office Operations

- Proficient use of Elevent Ticketing System to sell tickets, merchandise, and memberships.
- Perform basic math functions to collect payments.
- Cash handling and reconciliation.

- Set up and take down box office workstations and equipment as required.
- Keep workspace tidy, organized, and functional.
- Ensure that all box office signage is visible, up-to-date, and clean.
- Assist Venue Managers and volunteers as required.
- Ensure that opening and closing procedures are followed.
- Supervision of merchandise volunteers as needed.

Customer Service

- Ensure that VIFF Customer Service Policies and Processes are being followed.
- Create a welcoming and inclusive environment for VIFF members and guests.
- Assist with daily box office reconciliations as required.
- Assist VIFF members with ticketing issues (resetting passwords, account information) as required.
- Communicate all feedback to the Venue Manager and Venue Operations team.

Pre-festival and Post-festival:

- Attend mandatory pre-festival training sessions.
- Assist with venue load-in and strike (as required).

Qualifications

- Exceptional communication abilities. Bilingualism is an asset.
- Experience working with large teams and maintaining grace under pressure.
- Experience working with volunteers is an asset.
- Demonstrated commitment to the customer service experience.
- Comfort with ticketing systems.
- Familiarity with Microsoft Office programs is an asset.

Deadline for application is July 24th, 2026

How to apply: Please submit a current CV, along with a cover letter to careers@viff.org. Please include “**HIRING FESTIVAL CASHIER**” 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.