

Job Title: Festival Venue Manager
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
Wage: \$22/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 Festival Venue Operations Management team, the Venue Manager is responsible for overseeing all aspects of on-the-day front of house venue operations to ensure an exceptional Vancouver International Film Festival customer experience.

Key Responsibilities:

Leading the Team:

- Create a welcoming and positive work environment for all VIFF team members.
- Ensure that team members arrive for shifts on-time and prepared to work.

- Ensure that team members have the training, communications, and tools that they need to open on-time and perform adequately.
- Be in communication with all team members (volunteers and cashiers) regarding team successes, team challenges, and performance issues.
- Ensure the daily documentation of shift performance evaluations/daily reports.
- Communicate any performance issues with volunteers to the Volunteer Department.
- Assist team members with challenges as they occur.

Supervising Venue Operations:

- Ensure VIFF opening and closing procedures are followed.
- Ensure that volunteers are prepared to work in the assigned positions (scanning, line management, information table, ushering).
- Act as a communication nexus between venue staff, technical services, volunteers, cashiers, VIFF Management, and other VIFF VIPs.
- Ensure that venue marketing and sponsorship plans are being followed.
- Oversee box office operations including end-of-night reporting procedures.
- Read pre-screening announcements to audience members at the start of each show.
- Provide exemplary customer service to all festival attendees.

Pre-Festival and Post-Festival:

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

Qualifications

- Exceptional communication abilities. Bilingualism is an asset.
- Ability to speak in front of large audiences.
- Experience working with large teams and maintaining grace under pressure.
- Experience working with volunteers is an asset.
- Demonstrated commitment to the customer service experience.
- The ability to adapt to a constantly changing work environment.
- Comfort with modern technology (tablets, laptops, scanners, smart phones).
- Familiarity with Ticketing and schedule programs is an asset (Shiftboard, Elevent specially)
- Experience working with an arts festival 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 VENUE MANAGER**” in the subject line of the email. We thank all applicants for their interest and

**Greater Vancouver
International Film
Festival Society**

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viff.org

advise that only those requested for an interview will be contacted due to the volume of applications anticipated. No Phone call please.