

Ticketing Department

The Ticketing department ensures a smooth-running festival for staff, volunteers, sponsors, and customers alike. Before and during the festival we're responsible for tickets, passes, guest accreditation, the sharing of information about how to get the most out of the festival experience, and we play a big part in leading the VIFF team to deliver excellent customer service.

Accreditation Support Team

The Accreditation Support Team helps to print, prepare and distribute accreditation for VIFF 2026, including passes and tickets for sponsors, marketing partners, VIPs, Volunteers, Staff and Guests. They also assist the Festival Ticketing Coordinator by organizing and distributing volunteer packages at orientations, carefully assembling passes to meet individuals' requests and pass requirements, while running the VIFF Pass Pick-up Table before and during the festival. It is a position that requires skilled communicators and organized individuals.

This role is good for someone who:

- Is well-organized and happy to work in a team environment
- Is a confident communicator
- Has a keen eye for detail
- Is interested in the behind-the-scenes of festival preparations and guest accreditation
- Is confident in data entry, reporting and filling in printed spreadsheets
- Is comfortable in fast-paced environment and communicating with the public
- Is available during the day, weekends, and pre-festival (August 19 - October 11)

Expected mandatory orientation date for Accreditation Support Team: Wednesday, August 19th, at 4pm (in-person)

Availability:

- Operates August 19 – October 11.
- 3–5-hour shifts.
- 3 shifts minimum.
- Daytimes, early evenings, weekdays, weekends.
- Pre-festival into first half of festival.