

Volunteer Department

The Volunteer Department strives to create a space where volunteers and staff work as partners in making VIFF possible. We are responsible for running the year-round volunteer program as well as the Festival program—which includes recruiting, selecting, and training volunteers.

Helpline Team

To ensure operations of the Volunteer Program run smoothly, this team assists Volunteers in using Shiftboard, our scheduling software, and Elevent, our ticketing system. Representatives will provide service by managing a call center hotline and email to aid their fellow Volunteers in navigating their profiles, selecting shifts, understanding their schedules, resetting passwords, using our website, and booking their tickets. This team also provides office support to the Volunteer Department. The Helpline is open September 8 to October 16 including weekends, from 10am-6pm.

This role is good for someone who:

- Has strong communication skills and can provide clear and accurate guidance over the phone and email
- Has strong knowledge in using Shiftboard or similar scheduling software
- Has some experience with Elevent or similar ticketing software
- Has previous experience volunteering for VIFF
- Has excellent knowledge in technology and software interfaces
- Has great customer service skills and patience
- Is professional, friendly and enjoys helping people
- Remains calm in stressful situations
- Can multitask
- Can work independently

Availability:

- Operates September 8 – October 17.
- 3-5-hour shift.
- 3 shift minimum
- Shifts: 2pm – 6pm, weekdays and weekends, no Thursdays (subject to change)

Expected mandatory orientation date for Helpline Volunteers: Thursday, September 3 at 1pm – 2pm (in-person)