

Guest Experience Department

The Guest Experience Department creates and curates exceptional experiences for VIFF's local and international guests, from artists and industry partners to special guests and passholders. We oversee every touchpoint of the guest journey, ensuring each person feels welcomed, supported, and meaningfully connected to the festival.

Guest Experience Lead Team (19+)

Guest Experience Leads work directly with the Festival Guest Experience Manager to activate and operate various event spaces, ensuring a seamless guest experience throughout the festival.

The Lead Team embodies equal parts elegance and efficiency. Responsibilities include guest greeting, guiding and management, leading volunteers, assisting vendors and front-of-house teams, and any additional duties required to keep our spaces clean.

Beyond event support, the team also handles basic data entry and operates from the Sutton Hotel and various festival locations.

This role is good for someone who:

- Is 19 years of age or older.
- Has a current Serving It Right certificate (mandatory).
- Has strong English language skills; additional languages are an asset.
- Is a strong communicator with a warm, welcoming demeanor.
- Has experience communicating with the public and media.
- Has a background in office and administrative work.
- Has experience hosting VIPs.
- Is interested in gaining event planning and/or event execution experience.
- Enjoys working in fast-paced environments.
- Can stand and walk for extended periods (5+ hours).
- Is comfortable with light-lifting and event set-up duties (up to 50 lbs).
- Remains calm in high-pressure or stressful situations.
- Has excellent customer service skills.
- Is available October 1st and October 10th for late night shifts (10pm or later).
- Is available during daytime through late-night hours.

Expected mandatory orientation date for Guest Experience Lead Volunteers: Wednesday, September 30, at 4pm - 5pm (in-person at the Sutton Place Hotel Vancouver)

Availability (subject to change at Team Coordinator's discretion):

- Operates Oct. 1 – 11.
- 5-6-hour shift.
- 6 shift minimum for leads.
- Daytimes, evenings, and late-night
- Late-night availability on October 1 and 10 (shift ending after midnight).

For Team Lead positions: An interview must be set up for you. Please email vol.onboarding@viff.org with the subject "GUEST EXPERIENCE LEAD 2026". Please include your resume and Serving It Right with your email. Only after applicants have submitted a Shiftboard application and their required documents will the onboarding team be in touch with a phone call interview.

Guest Experience Office Lead Team (25+)

Guest Experience Office Leads coordinate transportation for VIFF's VIP guests, helping each journey run smoothly. Working with volunteer drivers, the team communicates schedules, tracks flight arrivals and vehicle locations, connects guests with drivers, and adjusts ride plans as needed.

The role also includes light administration and data entry. Ideal candidates are confident with computers, working independently, and communicating clearly by phone, email, and in person.

This team operates from the Sutton Hotel, approximately 4:00 p.m. to midnight throughout the festival, including weekends.

This role is good for someone who:

- Is 25 years of age or older.
- Is confident working independently towards shared department goals.
- Has experience dealing with the public and VIPs.
- Has advanced knowledge of Microsoft Office programs and is confident in learning and using software with minimal supervision.
- Has proficiency in scheduling software and Filemaker, or other data entry software.
- Is a problem solver with a mind for logistics and efficiency.
- Has strong English language skills both in person and on the phone. Additional language skills are beneficial.
- Has knowledge of the lower mainland, ability to read GPS and other electronics map systems (mandatory).
- Has a passion for international cinema, the performing arts, and the entertainment industry.
- Can sit and/or drive for extended periods (3+ hours).

Expected mandatory orientation date for Guest Experience Office Lead Volunteers: Wednesday, September 30, at 4pm - 5pm (in-person at the Sutton Place Hotel Vancouver)

Availability (subject to change at Team Coordinator's discretion):

- Operates Oct. 1 – 11
- 8-hour shift with break
- 3 shift minimum
- Evenings and late-night, weekdays and weekends, 4pm-midnight.

Greater Vancouver International Film Festival Society

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For Team Lead positions: An interview must be set up for you. Please email vol.onboarding@viff.org with the subject "GUEST EXPERIENCE OFFICE LEAD 2026". Please include your resume, a scanned copy of your driver's license, and your driver's abstract with your email. Request your drivers abstract [here](#). Only after applicants have submitted a Shiftboard application and their required documents will the onboarding team be in touch with a phone call interview.

Guest Experience Driving Lead Team (25+)

Guest Experience Driving Leads help keep VIFF moving by transporting guests, vehicles, and festival equipment safely and efficiently across the city. The team supports Venue Operations with load-ins and load-outs and assists Guest Experience by chauffeuring guests between the airport, hotels, and festival venues.

Ideal candidates are confident driving a range of vehicles, including cars, vans, and trucks, and are comfortable navigating Vancouver independently.

An active Modo membership is required by the orientation date. Accepted volunteers who need help setting up an account can contact vol.onboarding@viff.org. Volunteers without an active membership by orientation will be removed from the team.

This role is good for someone who:

- Is 25 years of age or older (mandatory).
- Has a Class 5 or Class 4 BC Driver's License (mandatory, no N's or L's).
- Is comfortable driving a variety of vehicle types from morning to late-night and is an excellent driver in all possible weather conditions.
- Is confident driving a cargo van/12-foot/16-foot truck in and around Metro Vancouver.
- Can provide a Clean Drivers abstract (mandatory) [Learn more here](#).
- Has an active Modo membership **at the time** of orientation (mandatory)
- Has experience dealing with the public and VIPs.
- Has strong English language skills, additional language skills considered an asset.
- Is comfortable with light-lifting and event set-up duties (up to 50 lbs).
- Has knowledge of the Lower Mainland streets and traffic patterns, ability to read and follow GPS directions, and other electronic mapping systems (mandatory).
- Is comfortable parking in all areas of the city, including street parking downtown, as well as in YVR and BC Ferries (mandatory).
- Has flexible availability from morning through late-night.
- Can remain seated/driving for extended periods (5+ hour shifts).
- Has a passion for international cinema, the performing arts, and the entertainment industry.

Expected mandatory orientation date for Guest Experience Driving Lead Volunteers: Wednesday, September 23 at 2pm – 3pm (in-person at the Sutton Hotel in Vancouver).

Test drive: A test drive may be scheduled with you during your interview, as per the Team Coordinator's discretion.

Availability (subject to change at Team Coordinator's discretion):

- Operates Sept. 28 - Oct. 12
- 8-hour shift with break
- 3 shift minimum
- Mornings through late-night availability, shifts are typically 8am – 4pm, 4pm - midnight

For Team Lead positions: An interview must be set up for you. Please email vol.onboarding@viff.org with the subject "GUEST EXPERIENCE DRIVING LEAD 2026". Please include a scanned copy of your driver's license, and your driver's abstract with your email. Request your drivers abstract [here](#). Only after applicants have submitted a Shiftboard application and their required documents will the onboarding team be in touch with a phone call interview.