

Venue Operations Department

The Festival Venue Operations Department oversees the front of house operations of all Festival and Institute Events venues for the duration of the Festival. Responsibilities include supporting the VIFF box office, managing lineups, ticket scanning, ushering, guest and customer service.

Set-Up & Strike Team

The Venue Operations Set-Up & Strike team handles the physical preparation and closeout of VIFF's festival venues, ensuring each day runs smoothly. This team operates at various VIFF 2026 venues and is a dream for early-birds and night-owls.

This role is good for someone who:

- Has clear communication skills.
- Has excellent teamwork and collaboration abilities.
- Must be able to lift up to 50 lbs and be on the move for extended periods of time (mandatory).
- Is capable of understanding and following venue set-up instruction without supervision.
- Has the ability to manage inventory accurately and with speed.
- Is organized and detailed oriented.
- Is capable of managing equipment.
- Has a flexible schedule and is available early in the mornings through late nights.
- Experience with film/photography lighting set-ups and step-and-repeats is considered an asset.
- Experience driving box vans + asset (must be 25+ with a class 5 BC Driver's License)

Expected mandatory orientation date for Set-Up and Strike Volunteers: Monday, September 21 at 3pm – 4pm (in-person at the VIFF Centre)

Availability:

- Operates Oct. 1 – 11.
- 3-5-hour shift.
- 3 shift minimum for leads.
- Mornings, days, and late-night availability are required (10PM onwards is considered late-night)

Front of House Team

Reporting to the Venue Team Lead, assists with the front of house duties and box office operations at all festival, institute, and special event venues. Responsibilities include ushering, scanning tickets, managing lineups, assisting the box office, supporting special events including green room and red-carpet set-up, venue clean-up, and providing excellent customer service.

This role is good for someone who:

- Works well in a high-paced environment.
- Enjoys working on a team.
- Has great customer service skills.
- Is able to adapt to change and maintain a positive, outgoing attitude.
- Has excellent communication skills.
- Could be a youth volunteer – **usher positions are 18+ only!**
(Please note volunteers must be 19+ for shifts at 5th Avenue, The Revue Stage, Zameen, Hospitality Events, and Performance Works.)

Mandatory orientation dates for Front of House Volunteers: Saturday, September 26 OR Monday, September 28 (in-person at the VIFF Centre)

Mandatory orientation dates for FOH Performance Works & Hospitality Team, FOH Revue Stage & Zameen Team: Saturday, September 26 at **10am - 12pm** (in-person at the VIFF Centre)

Availability:

- Operates Oct. 1 – 11.
- 3-5-hour shift.
- 3 shift minimum for leads.
- Mornings through late-night (10PM onwards is considered late-night)

Front of House Team Lead

The Front of House Team Lead is responsible for ensuring that VIFF volunteers have the support, knowledge and tools required to succeed in their roles. This position acts as a communication bridge between VIFF Front of House Volunteers and VIFF Venue Managers, as well as assists with volunteer management and coordination as required. While this is a leadership role, at times this position will be required to assist with front of house duties (ushering, scanning tickets, managing lineups, assisting the box office, working the VIFF Concierge Table, and customer service). The Team Lead reports to the on-duty VIFF Venue Manager.

Key Responsibilities:

Leading the Team:

- In collaboration with the Venue Manager, check in the volunteer team on shift, hold pre-shift briefings, assign roles, and perform end of shift check-out and voucher distribution.
- Set the example: When you are performing the task, ensure that you are setting the example that you would like other volunteers to follow.
- Ensure that all members of your team have the tools required to succeed in their roles.
- Observe team members and assist them with challenges as they occur.
- Communicate with the Venue Manager about team successes, challenges, and concerns.

Front of House Lead Volunteer Duties:

Ushering:

- Assign volunteer ushers to required positions as established by the venue manager.
- Ensure volunteer ushers are up to date on relevant operational information as communicated by the venue manager.
- Assist with ushering (help patrons to their seats; discourage cell phone use during the screening; assist with latecomer seating) as required.

Merch:

- Assign volunteers to the merch table to sell VIFF merchandise to the public at select festival venues.
- Ensure volunteers are supported in counting merchandise, tracking sales, and taking payments.

Scanning:

- Assist volunteers with scanner setup and troubleshooting devices.
- Assist patrons who have tickets and passes that do not scan.
- Assist with scanning when required.

Lineup Management:

- Have a clear understanding of the different types of lineups that are being used.
- Position lineup volunteers as required by the Venue Manager, and assist in line management.
- Have a clear understanding of VIFF "standby lines."

Concierge:

- Have a clear understanding of festival operations procedures and venue locations.
- Know where to access the information required to assist patrons with festival questions.
- Assist patrons with ticket booking and online sales through the VIFF website.

- Check in special guests as required.
- Promote VIFF+ to members who are attending the festival.
- Engage with VIFF festival members.

Accessibility Support:

- Volunteers who have completed the optional accessibility training can be assigned to accessibility-related tasks that require more in-depth attention/expertise (ushering guests to accessible seating and storing mobility devices, connecting patrons with venue staff to acquire assistive technology, answering questions about disability-related programming, etc.)

Platinum Pass Experience Ambassador (PPEA):

- In conjunction with the Philanthropy Team, the PPEAs will be assisting the Platinum Passholders, ensuring their VIFF experience is an unforgettable one.

Customer Service:

- Communicate VIFF operational procedures and festival policies to volunteers and patrons.
- Alert Venue Managers to customer service issues.
- Be friendly, courteous, and welcoming!

Mandatory orientation dates for Front of House Lead Volunteers: Saturday, September 26 OR Monday, September 28 (in-person at the VIFF Centre)

Availability:

- Operates Oct. 1 – 11.
- 5-6-hour shift.
- 6 shift minimum for leads.
- Mornings through late-night (10PM onwards is considered late-night)

For Team Lead positions: An interview must be set up for you. Please submit a resume to vol.onboarding@viff.org with the subject "FOH TEAM LEAD POSITION VIFF 2026." Only after applicants have submitted a Shiftboard application and their required documents will the onboarding team be in touch with a phone call interview.