

Shorefast's mission is to build cultural and economic resilience on Fogo Island and promote community well-being by building and sharing new models of economic development. By 'holding on and reaching out', Shorefast works with hospitality, art, technology, business, and design to enhance and share the natural assets of place.

The **Reservations Specialist**, based at the Fogo Island Inn, need to be enthusiastic and committed to ensuring they provided the best experience for the guest at our Inn. The **Reservations Specialist** should possess a respect and knowledge for the history and culture of rural Newfoundland. Working in a fast-paced environment, the incumbent will be responsible for providing guests the best-in-class support experience, while ensuring the vision and goals of Fogo Island Inn and Shorefast are maintained.

General responsibilities

- After a short learning period, the successful candidate will be fully versed and be able to provide exceptional customer support with a deep knowledge of the inn and our hotel management platform including recording guest information, entering reservations, and processing payments.
- Responsible for handling inbound phone calls, responding to email reservation inquiries, and making outbound calls as needed.
- Assist guests with travel information during the booking process.
- Work closely with Front Desk team to facilitate all requirements of a guests booking and stay.
- Must be flexible to work days, evenings, and week-ends as required.

The ideal candidate:

- Will have a minimum of high school diploma or equivalent, a degree or diploma in tourism would be considered an asset.
- Is enthusiastic and friendly, with a high level of commitment to providing excellent customer service.
- Has excellent English language verbal and written skills, French second language verbal and written skills would be considered a bonus.
- Has experience with customer service excellence and dealing with customers either in person or through email or by phone.
- Is organized with a positive attitude and enjoys working in a team environment.
- Will have excellent computer skills, including ability to use the Microsoft platform. Experience using Salesforce and Hotel Management software an asset.

What we offer:

- An engaged, highly supportive, and collaborative environment.
- The opportunity to work and live in a thriving social entrepreneurship environment.
- A commitment to recruiting, promoting, and training qualified individuals at all levels within the organization.

To Apply:

Submit a cover letter & resume to careers@fogoislandinn.ca, subject line "**Reservations Specialist**"

Deadline for Applications: **July 28th, 2021 (or until filled).**

Questions about this position may be directed to: Ashley Rowe, ashleyrowe@fogoislandinn.ca

About Shorefast: www.shorefast.org | www.fogoislandinn.ca | www.woodshopfogoisland.ca

About Shorefast & Fogo Island: [Strange and Familiar](#)